Automated Communications Exchange System (ACES)

Communicating Electronically with Employers

Users Guide

September 2003

CalPERS

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GLOSSARY OF TERMS

TERM	DEFINITION
ACES	**A**utomated **C**ommunications **E**xchange **S**ystem: Provides employers with an electronic mechanism to submit health, membership, and payroll information to CalPERS and to access Participant information.
Add Dependent (function)	Adds new dependent(s) to a participant's health coverage.
AESD	Actuarial and Employer Services Division (CalPERS)
Agency Employee ID	For the employer's use only. This information is not recorded on COMET.
Agency-Submitted Files	On-line listing of transaction files submitted to ACES for processing (accessible via the Retrieve Files function).
Appointment	An individual's CalPERS enrollment is known as an "appointment."
As Of Date	The date that determines the time period for the displayed information. The default As Of Date is the current date; Information can be retrieved for a previous date by changing the As Of Date.
Back-end batch process	The process by which COMET accepts and processes transactions submitted by employers.
Certification	The process by which CalPERS verifies that an employer has fulfilled the prerequisites (hardware/software, file layout, etc.) for ACES File Transfer processing.
Change Medical Group (function)	Changes a participant's Medical Group.
Change Demographics (function)	Changes dependent demographic information.
COMET	CalPERS On-Line Member and Employer Transaction database; processes and records health and membership data.
Delete Dependent (function)	Deletes a dependent from a participant's health coverage.
Demographic Information	Participant/dependent name, gender, and birth date.
Employer/Organization, Agency	The entity that employs a CalPERS/STRS/Non-PERS Participant/subscriber.
Employer Contact Center (ERCC)	Assists employers with ACES questions, troubleshoots problems. (888) CalPERS (225-7377)
File Transfer	One of two ways of submitting membership, health, and payroll data to CalPERS for ACES batch processing; File Transfer uses the Internet to send data files already entered and saved via the employer's in-house system. (Compare with Internet Forms.)
Get Status (function)	Provides information about employer-generated data files and report requests.
HBSD	Health Benefit Services Division (CalPERS)

TERM	DEFINITION
Internet Forms	Electronic forms accessed through ACES, allowing electronic submission of the AESD-1 and HBD-12 enrollments and changes.
ITSD	Information Technology Services Division (CalPERS)
Navigation List	The list of ACES functions that appears on the left of every screen. Clicking on folder/document icons takes the user to the desired function.
New Enrollment (function)	Adds a new PERS or Non-PERS appointment, with or without an attached health enrollment.
Participant (Subscriber)	An individual enrolled with CalPERS to receive Health, Membership, or other benefits/services.
Participant Change (function)	Changes a Participant's address and/or demographic data.
Participant Inquiry (function)	Retrieves a Participant's Health and Membership information.
Party Rate	A one-digit code that indicates whether the Participant is enrolling self (1 party rate), self and one dependent (2 party rate), or self and 2 or more dependents (3 party rate) in health benefits. It is also an indicator whether the Participant and/or dependents have Basic, Supplement/Managed Medicare, or combination Basic and Supplement/Managed Medicare coverage.
Periodic Extract	A monthly, system-produced list of all transactions that do not have a transaction status of "Successfully Applied" or "Completed"; a cumulative list of outstanding errors.
Primary Care Physician	The physician selected to coordinate all health care, referring the patient to a specialist as necessary.
Retrieve Files (function)	Provides information to users related to ACES-generated reports.
SSL	Secure Socket Layer: Designed to provide secure communications on the Internet.
Status (function)	Enables users to request and receive information about transactions submitted to ACES through File Transfer, Internet Forms, or User Account Maintenance.
Subscriber (Participant)	The individual enrolled with CalPERS to receive Health, Membership, or Payroll benefits/services.
Tracking ID	The number assigned to a batch by ACES.
URL	Uniform Resource Locator: Internet address that tells a browser such as Netscape or Internet Explorer where to find an Internet resource.
View/Manage Batch (function)	Holds saved transactions in batches until submitted to CalPERS for processing. Transactions with Agency Errors are returned to View/Manage Batch for correction.

FREQUENTLY ASKED QUESTIONS

How can my organization gain access to ACES?

For initial access to ACES, an employer must meet the following security requirements:

1. Complete the CalPERS Employer User Security Agreement (Page 124).
2. Fax completed form to CalPERS at 916-326-3005.
3. CalPERS will contact your ACES Account Administrator with a User ID and Password.

How can additional employees gain access to ACES?

Once the Account Administrator has signed on to the ACES system, they can grant access to employees within the organization rather than requesting User IDs and passwords from CalPERS.

How do I know if my Internet web browser has 128-bit SSL encryption?

Internet Explorer	Netscape
1. Open Internet Explorer 2. Select "Help" from the menu 3. Select "About Internet Explorer" 4. A new browser window will appear 5. See Cipher Strength. To access ACES, it should read 128-bit	1. Open Netscape 2. Click the **lock icon** at the bottom left-hand corner of the screen. A new window will appear. 3. Select **Navigator** on the left-hand side of screen. 4. Click the **Configure SSL v2 button**. Another browser window will appear. 5. Verify that all options are checked for 128-bit encryption. 6. Click OK. If some of the options are not checked for 128-bit encryption or there are no options for 128-bit encryption, you will not be able to log onto ACES.

If your browser does not have 128-bit encryption, you will be unable to reach the ACES login page. Please report this problem to your Information Technology Department, and request your browser be upgraded to support 128-bit encryption.

What are the deadlines for submitting files to CalPERS?

- Health and Membership transactions must be submitted by 3:00 p.m. for processing that evening.
- Payroll files must be transferred by 4:00 p.m. for processing that evening.

Files submitted after their respective pick-up times will be processed the following business day.

You will be notified via e-mail when your files have been processed. A summary and detail report will then be available to you through ACES.

What are ACES hours of operation?

ACES is available Monday through Saturday, 6:00 a.m. to 6:00 p.m..

Who do I call for ACES assistance?

CalPERS Employer Contact Center (ERCC)
(888) CalPERS (225-7377)
Monday - Friday 8:00 a.m.-5:00 p.m.

What if ACES isn't responding?

- First verify with your information systems specialist that your hardware, software and Internet connections are operating properly. Once the user verifies that a connectivity problem is not internal, please call the number listed above.

Are there any tips for entering data in ACES?

- **Tab through fields**. Shift tab will take you backwards through previous fields.
- **Type text using upper and lower case vs. using all capitals**. The way you type text in the data fields is exactly the way it appears on system-generated information. We suggest the consistent use of upper and lower case letters rather than all capitals.
- **Some fields with drop-down menus are letter-sensitive**. Example: When you type the letter P in a field, it automatically populates with entries beginning with P.
- **"Erasing" typing errors**. To "erase" information you've entered, simply highlight the field and delete.
- **Using the Reset button**. Clicking the Reset button (usually located next to the Save button) removes all data you have entered (but not data that populates automatically).

Does ACES have a Time-Out feature?

If no data is transferred for a 15 minute time period, ACES will automatically time you out. You will have to log on again to perform your transaction. Any transaction that has been saved in a batch will not be lost, and can be found in View/Manage Batch.

When I print in Participant Inquiry or Public Agency Billing, I'm not receiving current data. How do I fix this?

If you are using Internet Explorer 6.0, please make the following configuration change:

1. Open Internet Explorer.
2. Click "Tools" in the menu bar.
3. Click "Internet Options."
4. Click the "Settings" button under the Temporary Internet Files section.
5. Select "Every Visit to this Page."
6. Click "Ok" to accept these settings.
7. Click "Ok" again to accept these options.

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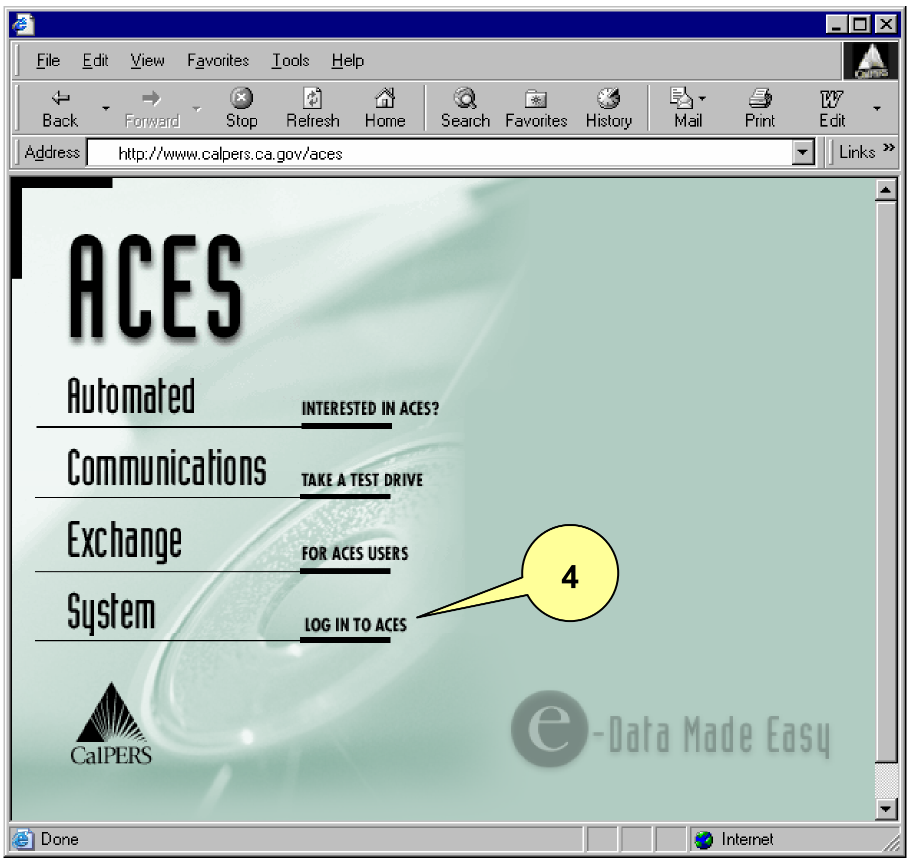
GETTING STARTED

Reminder

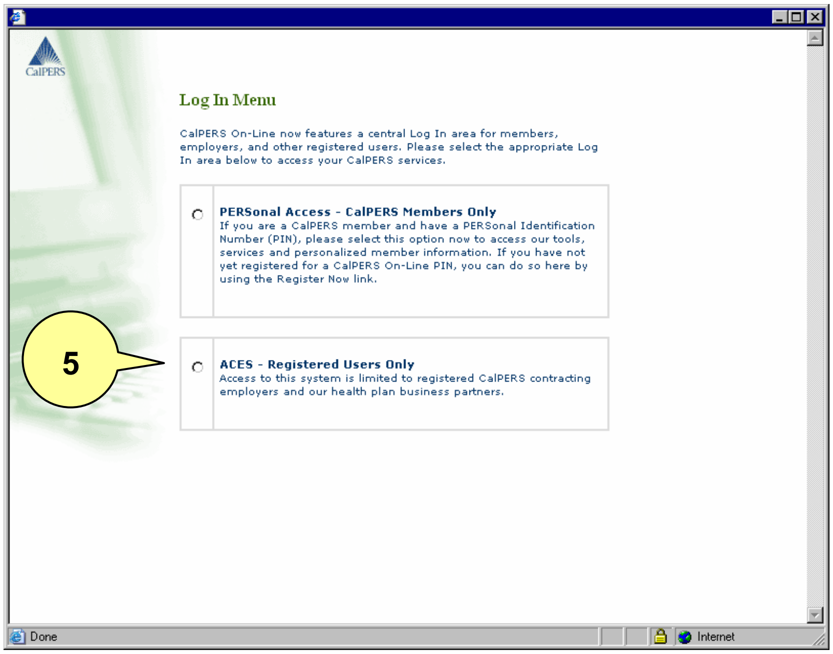
This User Guide includes work steps for both Health and Membership ACES functions. If your agency contracts for either Health or Membership but not both, please disregard the non-applicable information.

Connecting to ACES

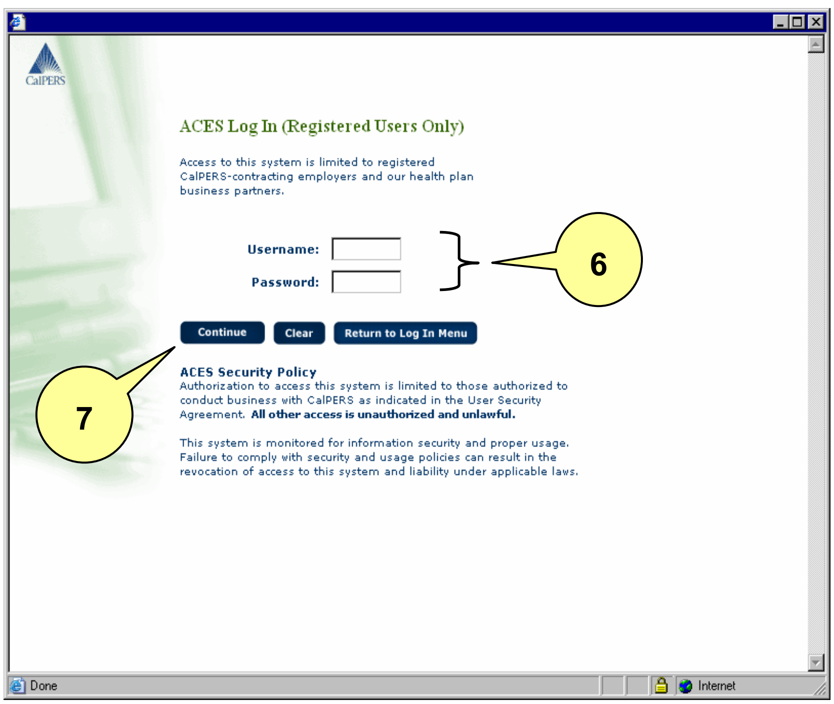
1. Open your web browser.
2. Enter www.calpers.ca.gov/aces in the address bar.
3. Press Enter or click Go/Search.
4. Click **Log In To ACES**.



5. A new window will appear. Click the button next to **ACES – Registered Users Only**.

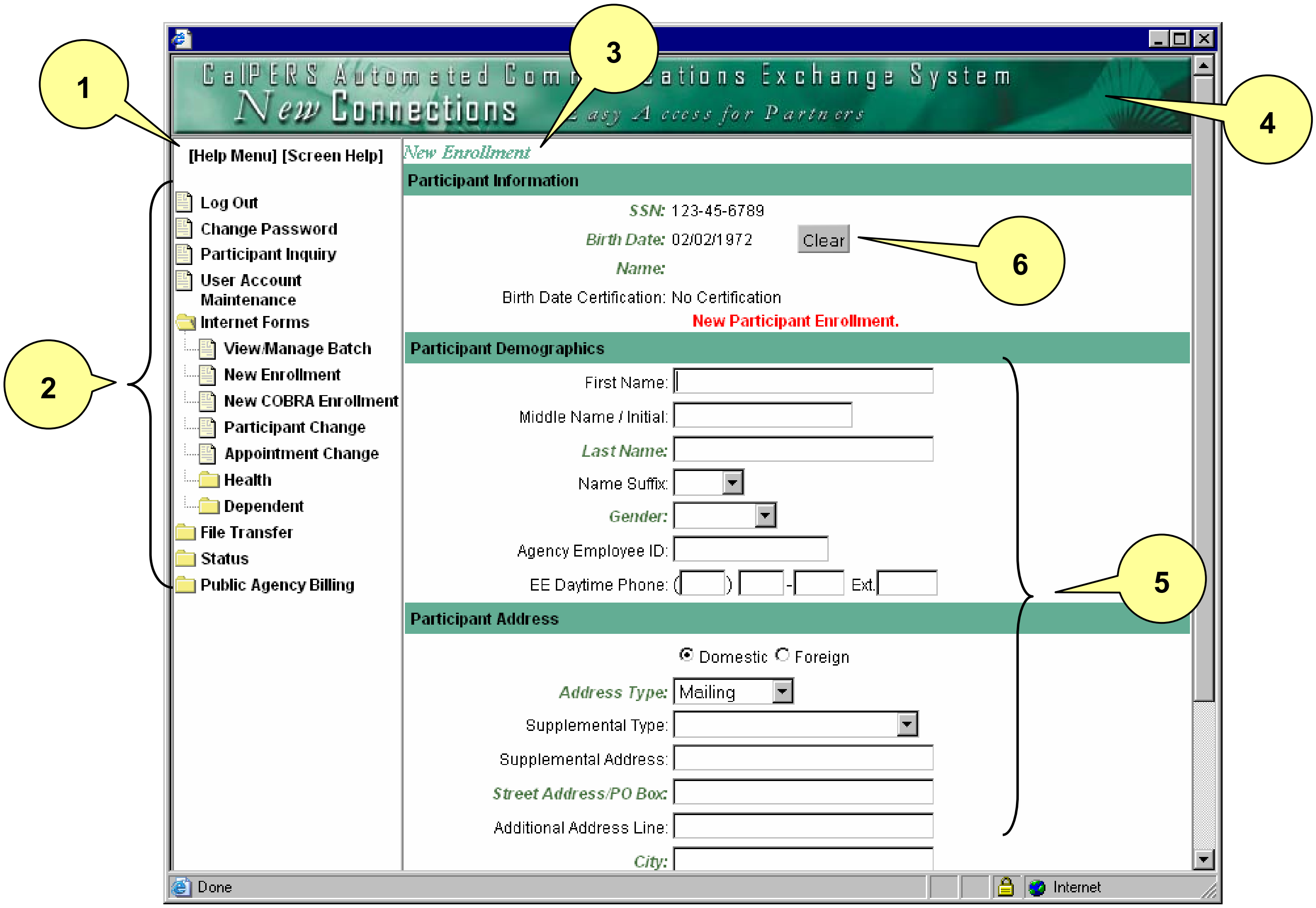


6. Type your ACES Username and Password.



7. Click **Continue**.

ACES Screen Navigation

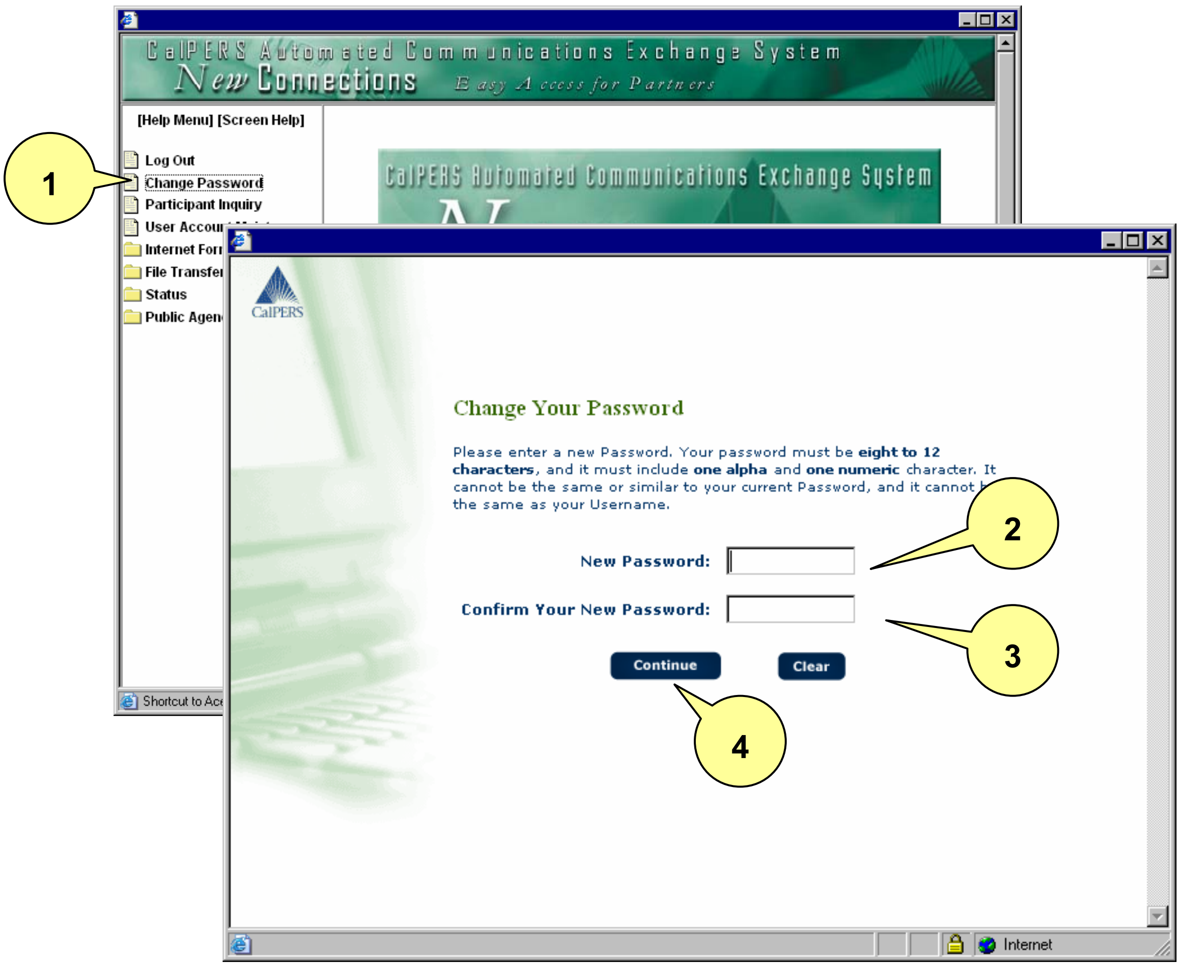


1. **Help Menu** and **Screen Help**: Click **Help Menu** to access general ACES help information, or **Screen Help** for specific information regarding the screen you are currently accessing.
2. **Navigation List**: The list of ACES functions. A yellow folder indicates more options – click the folder to expand
3. **Application Screen Title**: Identifies the function selected from the Navigation List that is currently in use.
4. **ACES Title Bar**: Appears on every ACES screen; indicates that ACES is in use.
5. **Screen Area**: This area displays information and fields specific to the function in use.
6. **Clear Button**: Clears the current participant's information.

Change Password

Access to ACES is secured and controlled through username(s) and password(s). Use the **Change Password** screen to change your password.

1. If this is your first time logging on to ACES or your password has expired, ACES will automatically direct you to the Change Password screen. Otherwise, click **Change Password** from the Navigation List. A new window will spawn.
2. Enter your new password.
3. Repeat your new password.
4. Click **Continue**. You will receive confirmation that your password has been changed.



NOTE: If you enter your password incorrectly three times, your account will be locked. Contact your agency's Account Administrator to have your password unlocked. If you need additional assistance, contact the Employer Contact Center at (888) CalPERS (225-7377).

ACES Password Requirements

When you first log on to ACES with the password you have received from your Account Administrator or CalPERS, you must change that password to one of your own choosing. (See Page 14 for detailed instructions.)

- Your password must be no fewer than 8 and no more than 12 characters long.
- Your password must be a combination of alpha and numeric characters.
- Your password cannot be the same as your user name.
- Please note that if you enter your password incorrectly three times when attempting to log on, you will be locked out of ACES. Contact your agency's Account Administrator to unlock your account. For further assistance, call the Employer Contact Center at (888) CalPERS (225-7377).
- You will be prompted to change your password every 60 days.

Reminder

The on-line Help function is available to answer many of your questions, making ACES truly user-friendly. Use this as your first resource when you need immediate information, such as instructions or definitions.

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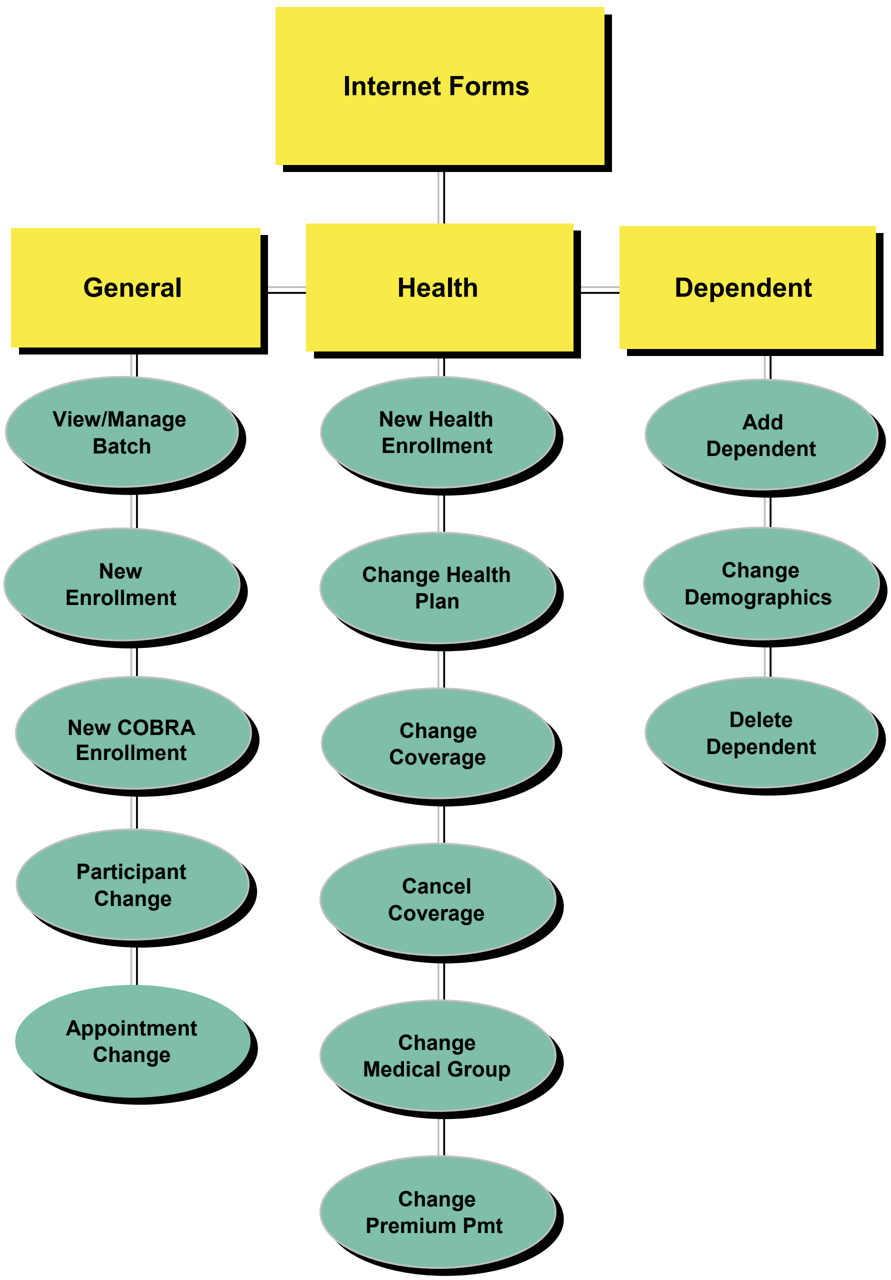
INTERNET FORMS: GENERAL

When you log on to ACES and select Internet Forms, you will see three folders: **Internet Forms: General** (five document icons representing five different functions), **Internet Forms: Health** (six functions), and **Internet Forms: Dependent** (three functions). The diagram below is a map of Internet Forms functions available to ACES users.

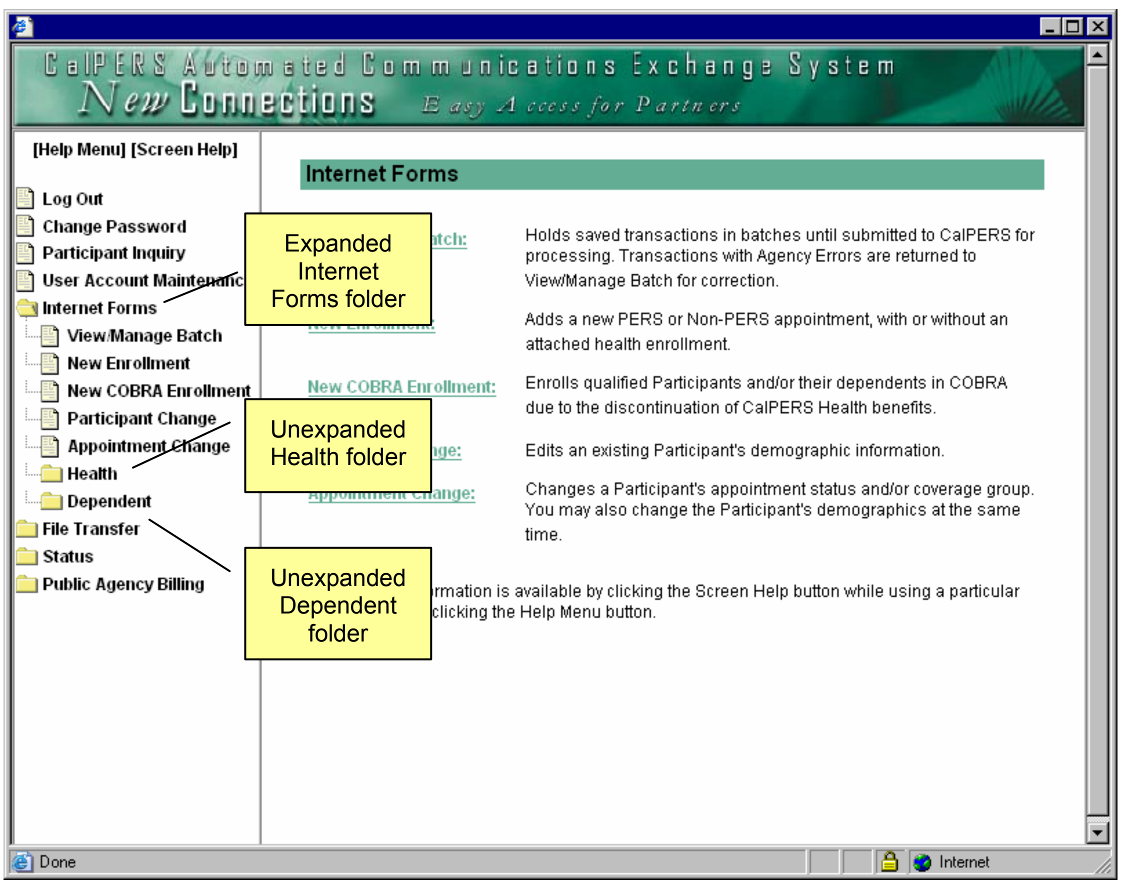


The Internet Forms Function

The General category of Internet Forms has five functions:

Function:	Purpose:
View/Manage Batch	Holds saved transactions in batches until submitted to CalPERS for processing. Transactions with Agency Errors are returned to View/Manage Batch for correction.
New Enrollment	Adds a new PERS or Non-PERS appointment, with or without an attached health enrollment.
New COBRA Enrollment	Enrolls qualified Participants and/or their dependents in COBRA due to the discontinuation of CalPERS Health benefits.
Participant Change	Edits an existing Participant's demographic information.
Appointment Change	Changes a Participant's appointment status and/or coverage group. You may also change the Participant's demographics at the same time.

The screen below shows the Navigation List with the Internet Forms folder expanded. It shows the four functions of the Internet Forms: General category, and the unexpanded Health and Dependent folders.

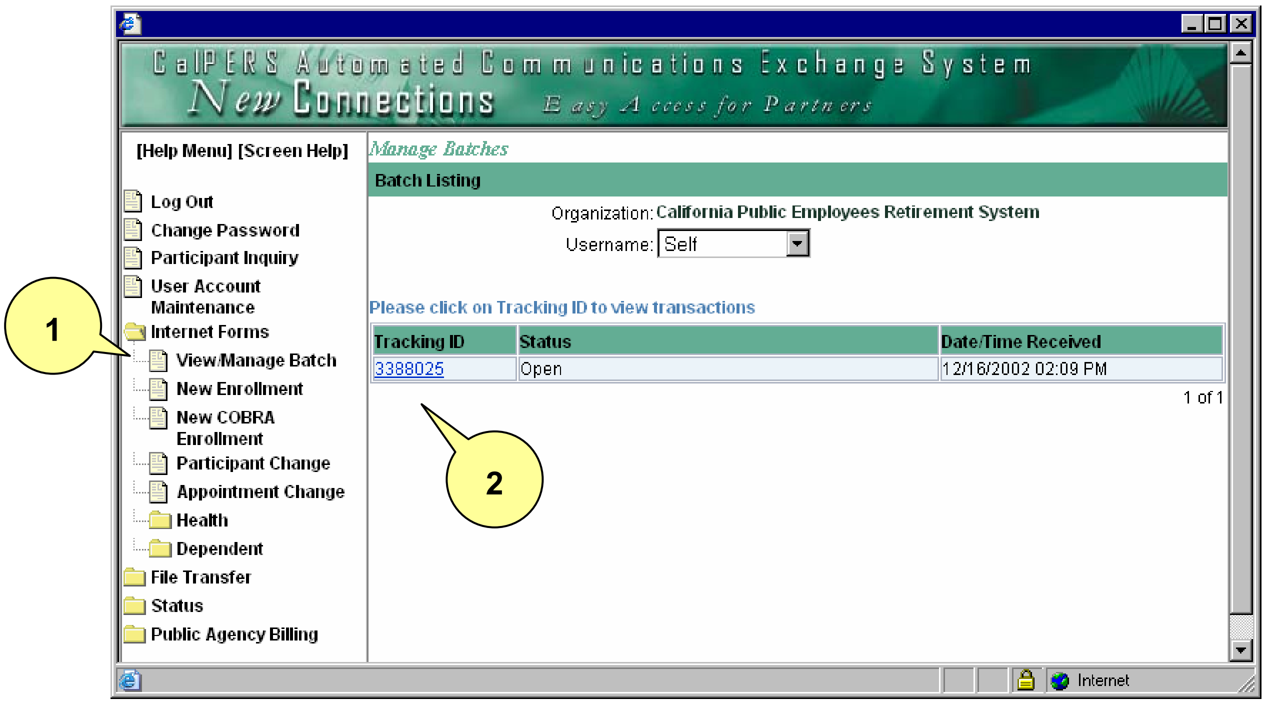


View /Manage Batch

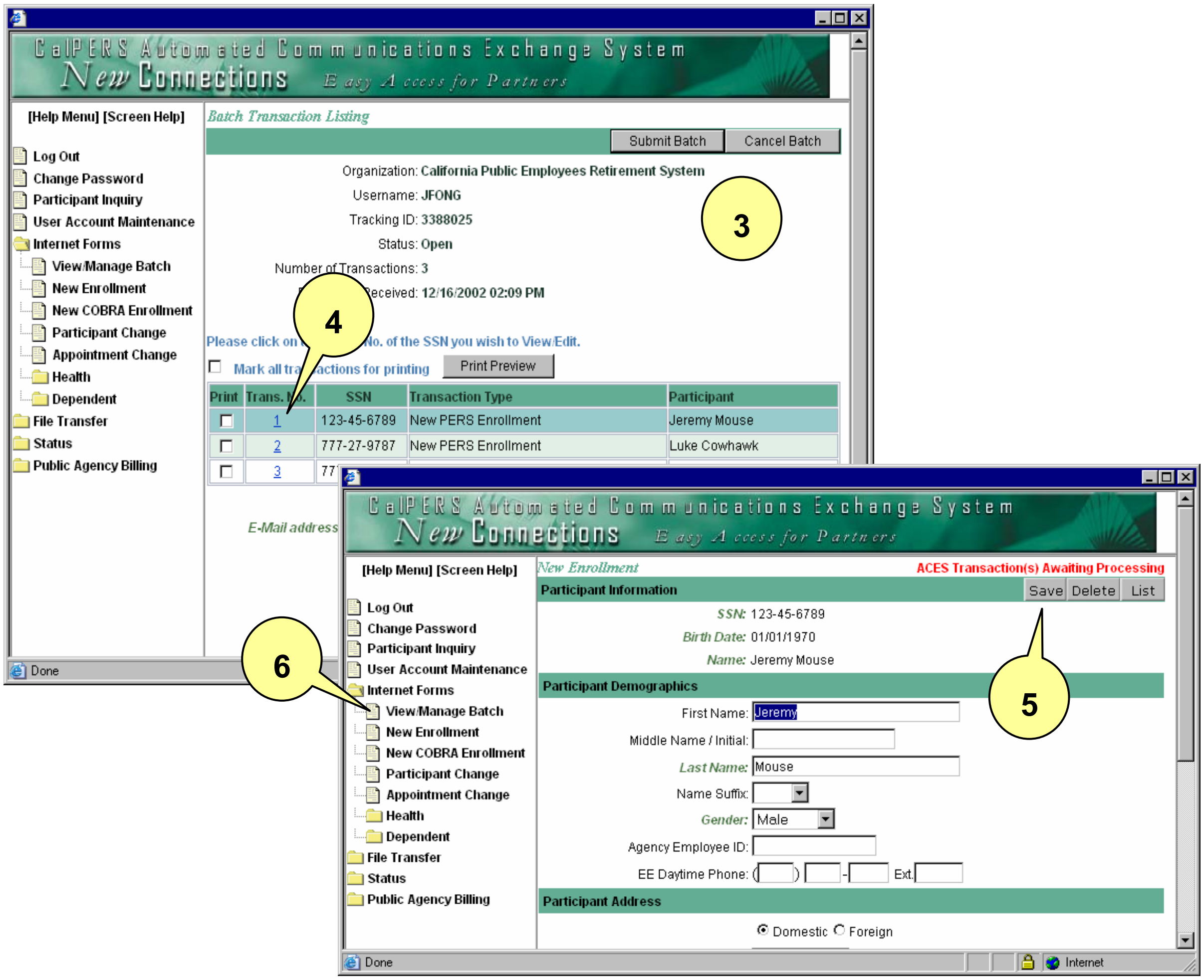
After you have entered and saved Internet Forms transactions, **View /Manage Batch** holds them until you are ready to submit them to CalPERS for processing (or until CalPERS picks up the batch for processing).

NOTE: You can submit more than one batch per day, up until the applicable deadline (see Page 8). However, the transactions you completed will NOT be processed unless you submit them using **View /Manage Batch**.

1. From the Internet Forms folder on the Navigation List, select **View /Manage Batch**.



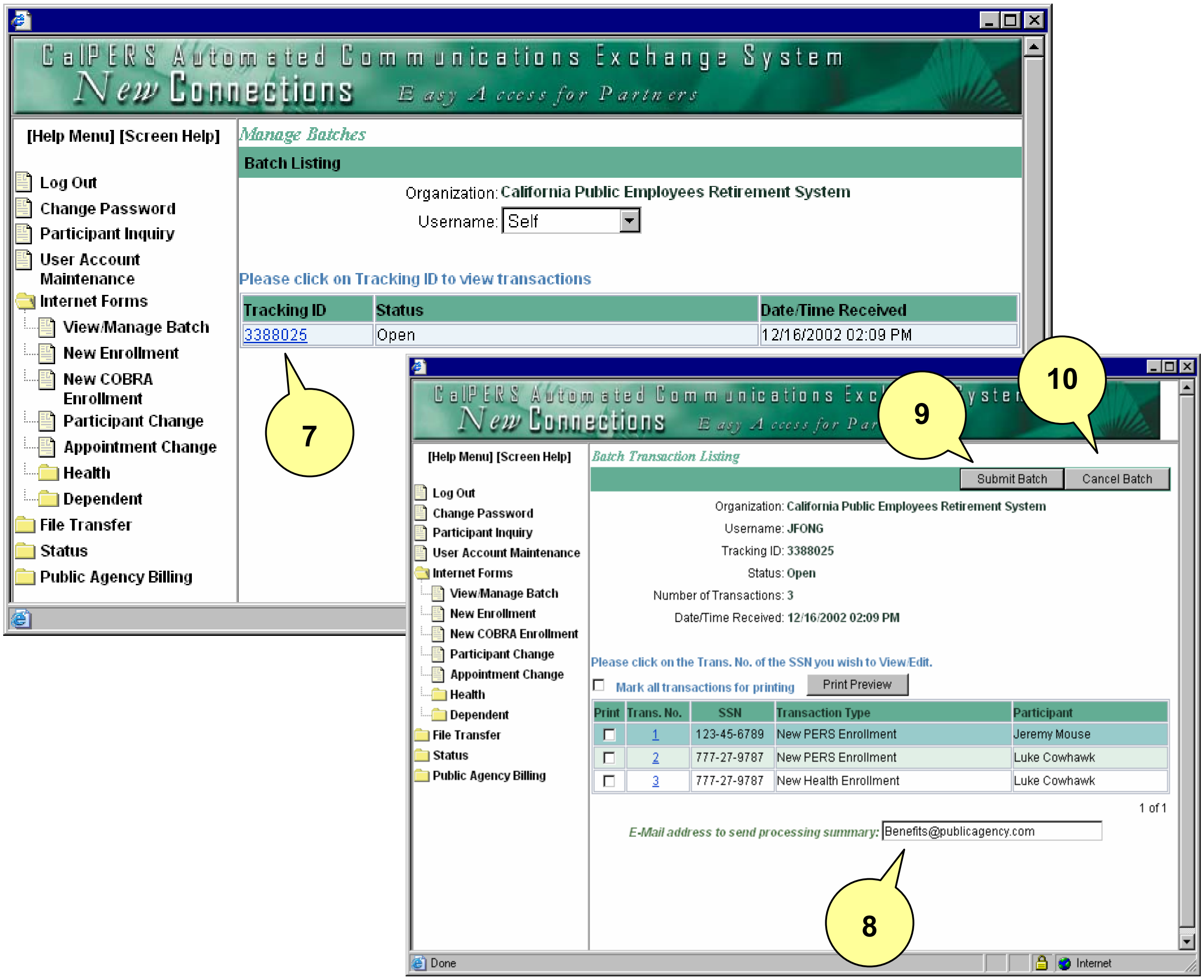
2. Click the Tracking ID of the batch you want to send to CalPERS for processing. Note: The Status column may show the following messages:
   - Open
   - Waiting to be processed
   - Error



3. A listing of saved transactions appears.
   - To view or make changes to a specific transaction, go to Step 4.
   - If the batch is ready to be submitted for processing, go to Step 8.
4. To view or make changes to a specific transaction, click on the Trans. No. next to the appropriate transaction.
5. Information already saved appears.
   - To change information, go to the desired field, make change(s), and click **Save**.
   - To delete a saved transaction, click **Delete**.
6. When you are satisfied that all transactions are correct and you are ready to send the batch to CalPERS for processing, select **View /Manage Batch** from the Navigation List.

Reminder

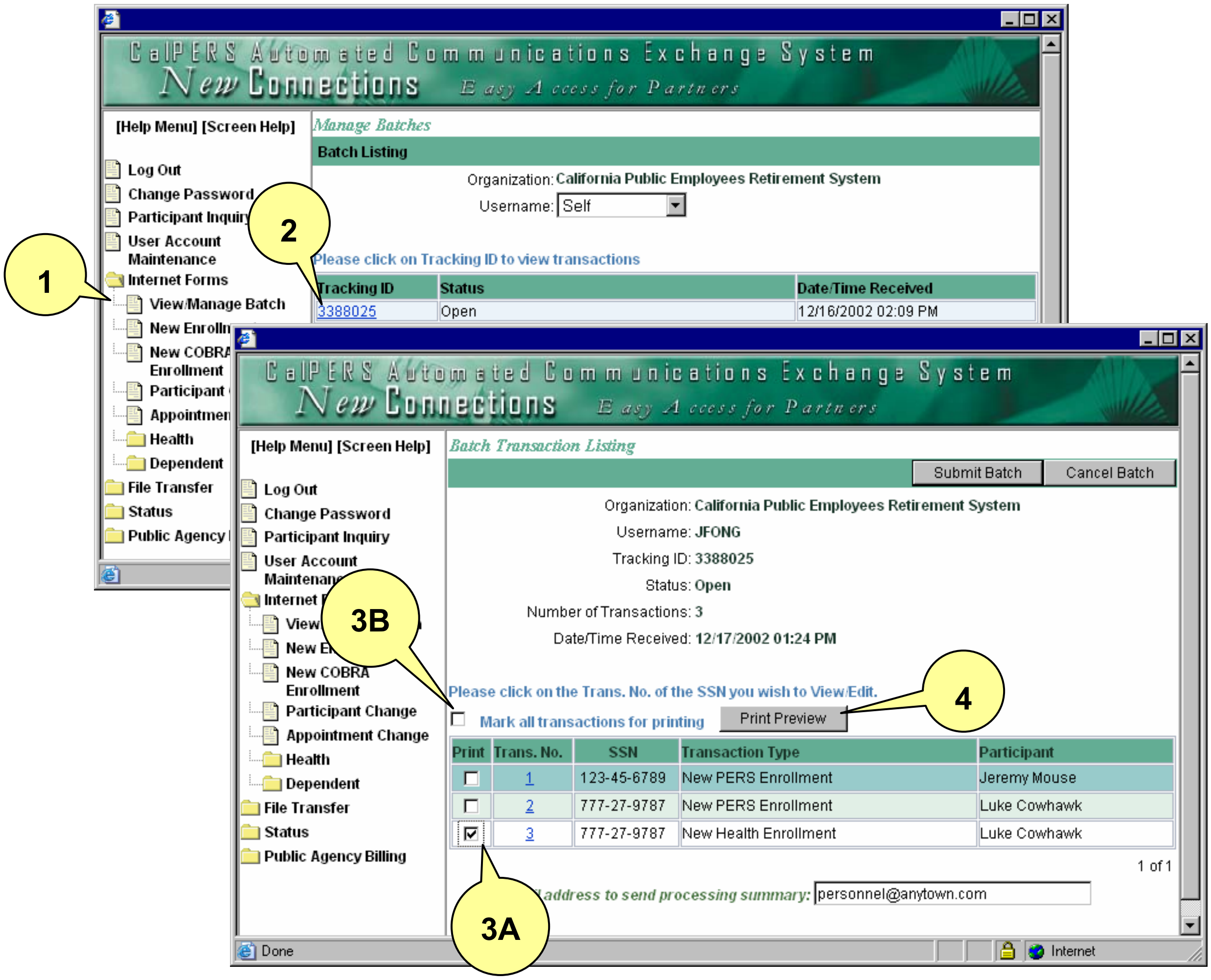
To add a transaction to a batch that has already been saved, you must re-open the batch, update and save the transaction, re-save, **and resubmit the batch via View/Manage Batch** in order for the batch to be processed.



7. On the Manage Batches screen, click the Tracking ID next to the batch to be submitted.
8. At the bottom of the Batch Transaction Listing, verify the e-mail address where the batch processing Summary Report should be sent (The Summary Report specifies the number of transactions submitted in the batch and the status of each transaction after processing. See the Error Correction Process section for additional details).
9. Click **Submit Batch** to submit the transactions to CalPERS for processing. You may reopen the batch any time before 3:00 p.m. to make changes. ***Reminder: If you reopen the batch to make changes, you must save the transaction and re-submit the batch for processing***.
10. If you want to cancel the entire list of transactions, click **Cancel Batch**.

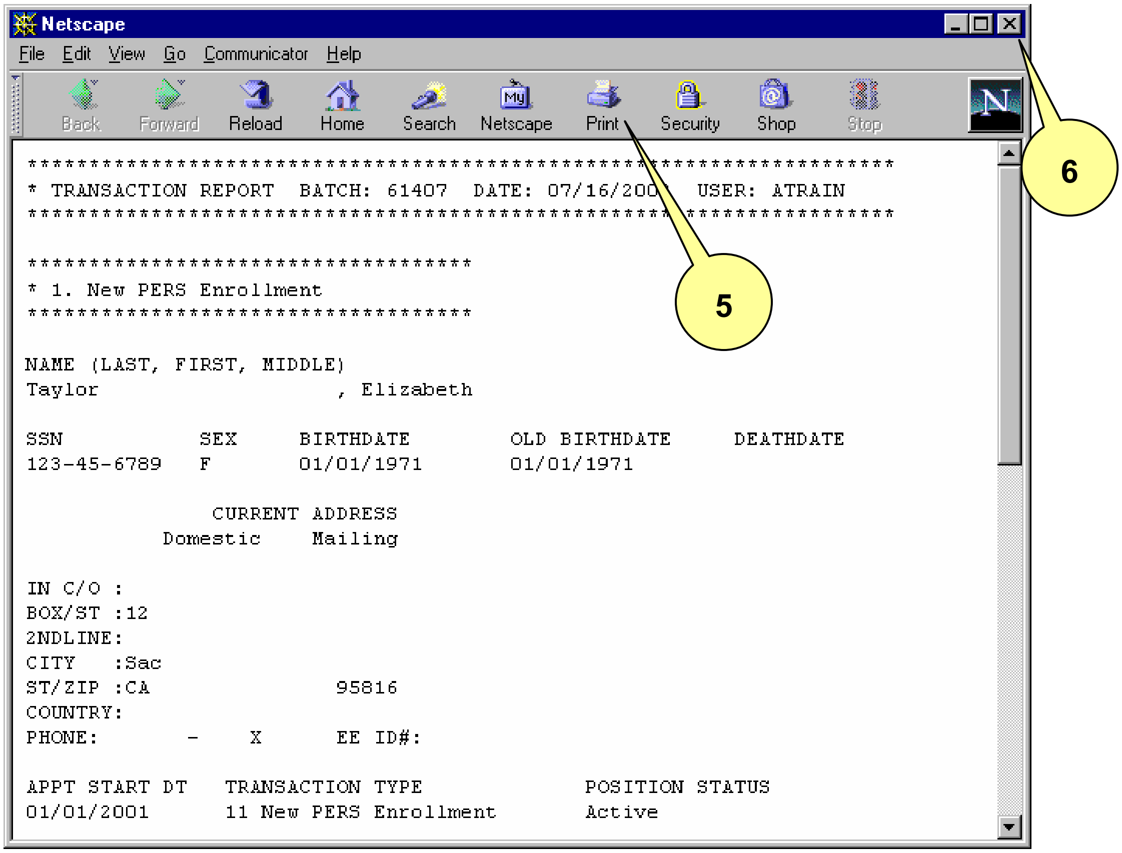
Printing from View /Manage Batch

You have the option to print a list of all transactions from **View /Manage Batch** when the batch has not been submitted and is "Open", or when the batch has been submitted and is "Waiting to be Processed."



1. Click **View /Manage Batch** on the Navigation List.
2. Click on the Tracking ID to open the batch you wish to print.
3. Select transactions to be printed in either of the following ways:
   A. Check the box in the "Print" column to mark individual transactions for printing.
   B. Check the box "Mark all transactions for printing" to select all transactions.
4. Click **Print Preview** to format transaction(s) for printing (This formatting will take a brief amount of time, up to one minute). This will open in a separate browser window.

5. Click the "Print" button on your browser, or press Ctrl + P then "OK" to print the transactions. One transaction will be printed per page.



__**NOTE FOR NETSCAPE USERS**__: When using the "Mark all transactions for printing", the pages are not paginating correctly. In order to print one transaction per page, you must print each transaction individually. In addition, only the first page, up to a total of 11 transactions, can be printed. For this reason, if you desire to print your transactions, you should limit each batch to no more than 11 transactions per batch.

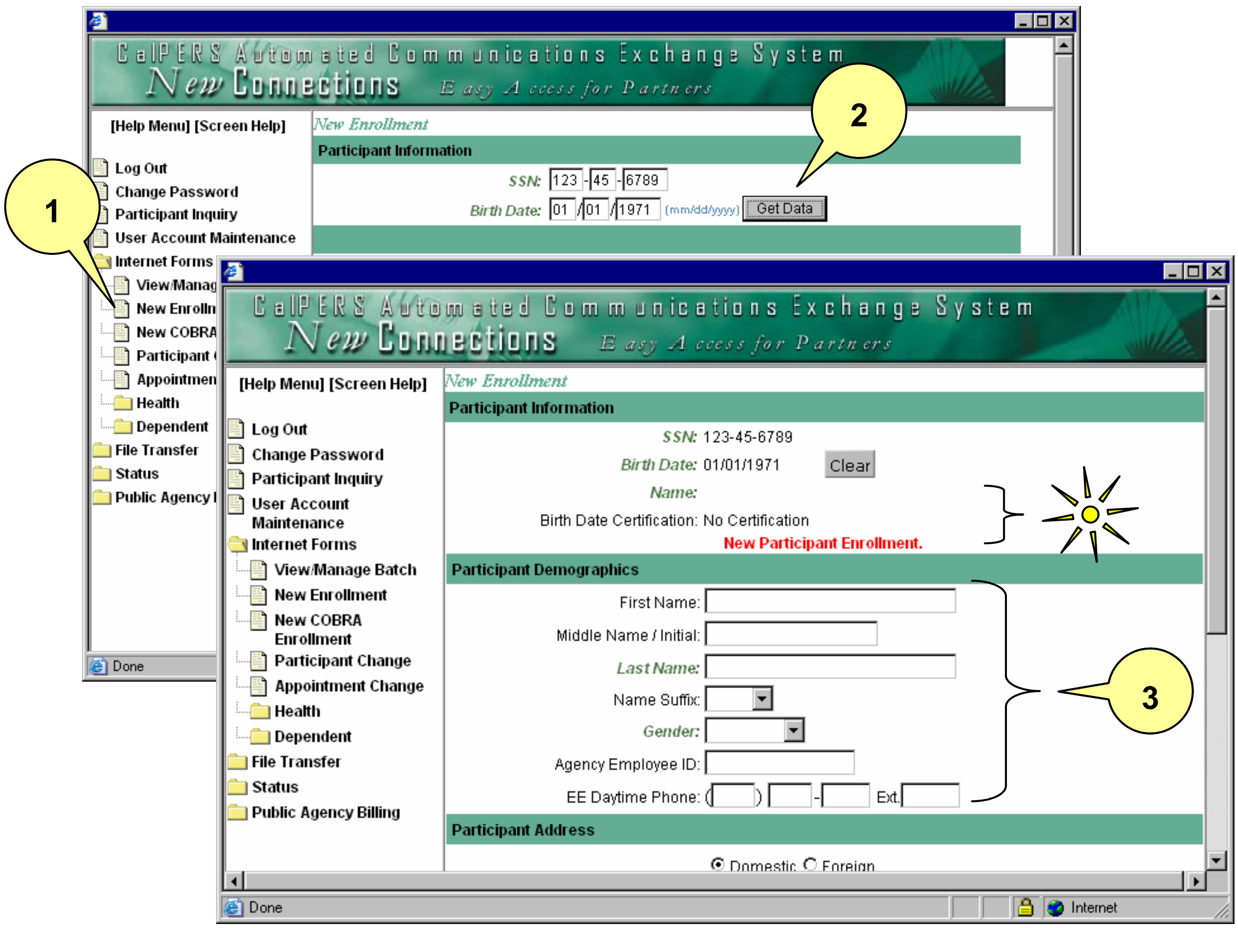
6. Click the "Close" **[X]** button to close the printing window.

New Enrollment

Use the **New Enrollment** function to add a new PERS or Non-PERS appointment, with or without an attached health enrollment. **

> If the Participant has been previously enrolled for CalPERS Retirement benefits with your organization and is now enrolling for Health benefits only, use the **New Health Enrollment** screen.

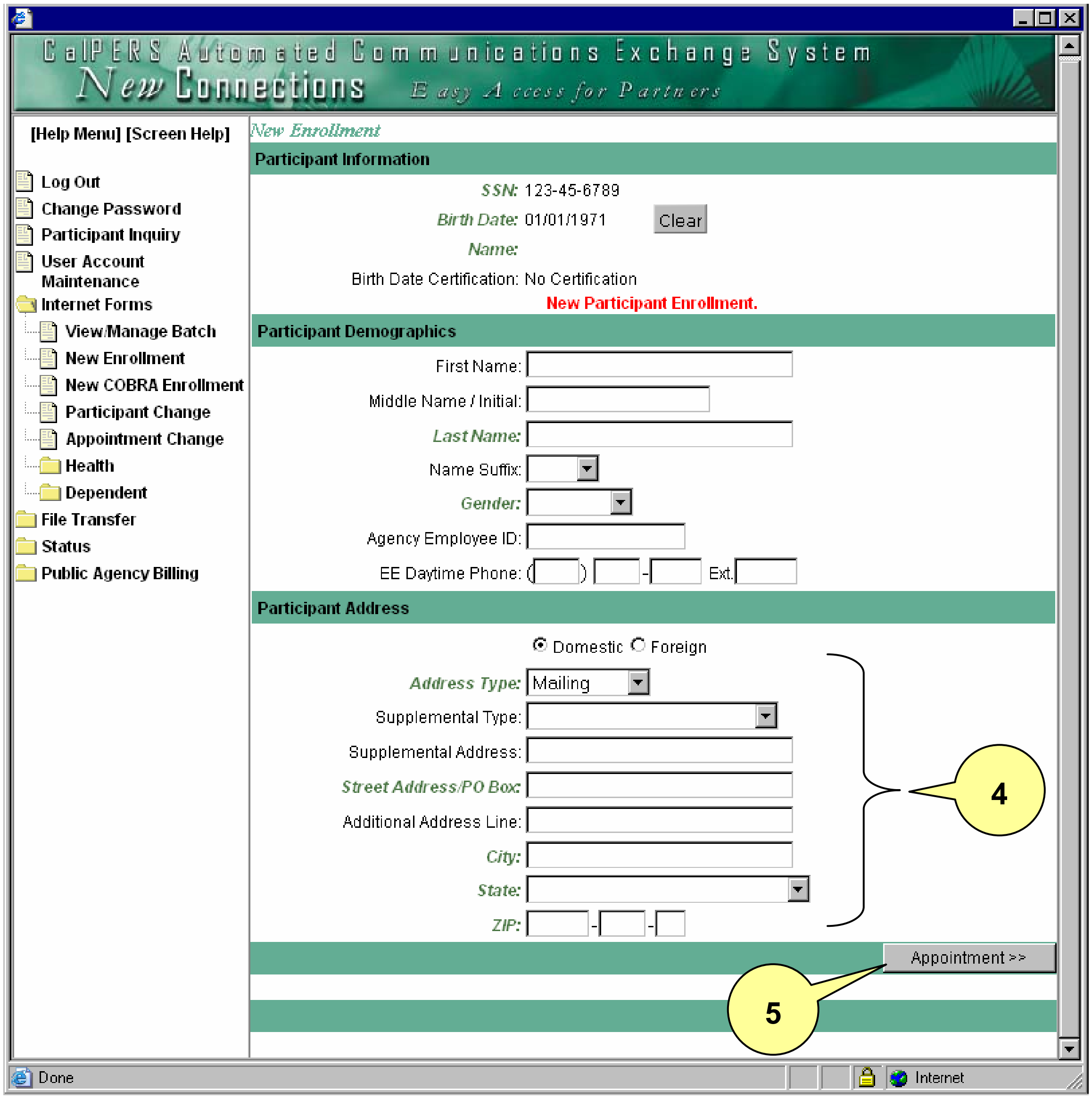
1. Select **New Enrollment** from the Internet Forms folder on the Navigation List.
2. Enter the Participant's social security number (SSN) and Birth Date, and click **Get Data**.



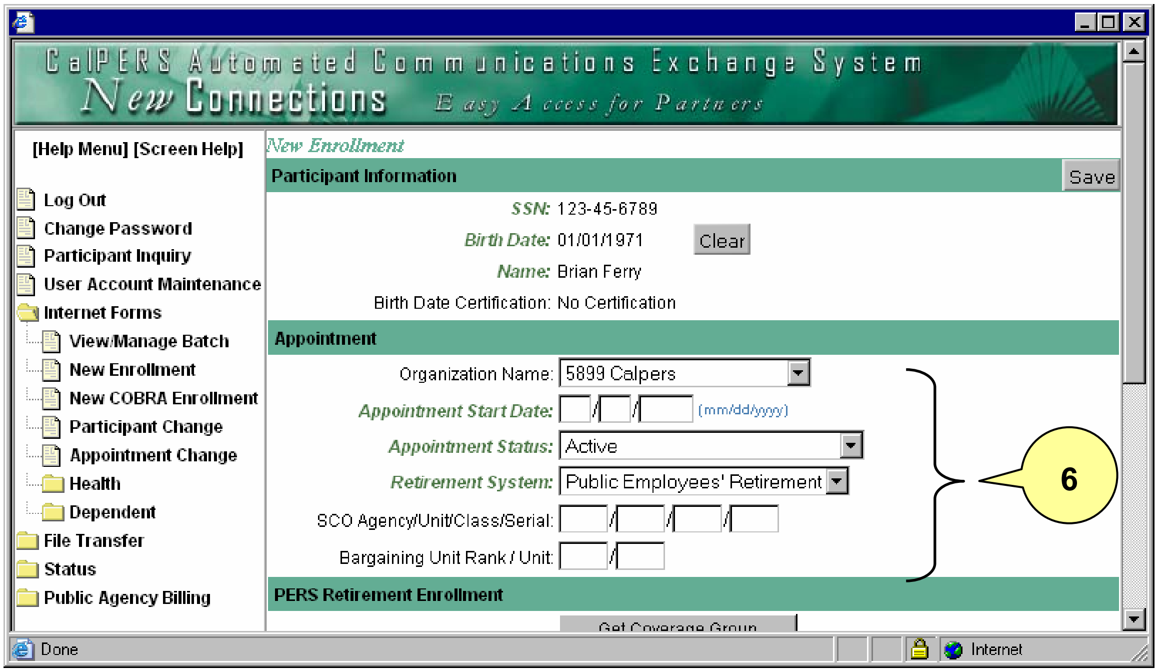
NOTE: State Employers cannot enroll employees directly into CalPERS membership through ACES – this **must be done through the State Controller's Office (PIMS).

- Birth Date Certification: Indicates whether the birth date currently on record has been certified with specific documents by CalPERS. If you believe this birth date is incorrect, you must contact CalPERS to have it changed.
- If the Participant does not have a pre-existing appointment, the message **New Participant Enrollment** appears in the Participant Information section. Birth Date Certification will display a status of "No Certification." Continue to Step 3.

3. If the Participant has a pre-existing appointment (i.e., enrollment with a previous employer), previous demographic information appears. If the information is correct, go to Step 4. If the information is incorrect, update the information.
   For new enrollments with no existing information in the system, first enter demographic data (***green/bold/italic*** fields are required):
   - First name
   - Middle name/initial
   - ***Last name***
   - Name suffix
   - ***Gender***
   - Agency Employee ID
   - Employee's (EE) daytime telephone number



4. Enter Participant's address.
    - Domestic or Foreign Address Type (the default is domestic)
    - *Address Type* (the default is Mailing)
    - Supplemental Address Type
    - Supplemental Address Line (prints above address line to be used with Supplemental Address Type)
    - *Street Address /PO Box*
    - Additional Address Line
    - *City*
    - *State*
    - *ZIP* (only first five digits are required)
5. Click **Appointment** to advance to the next New Enrollment screen.

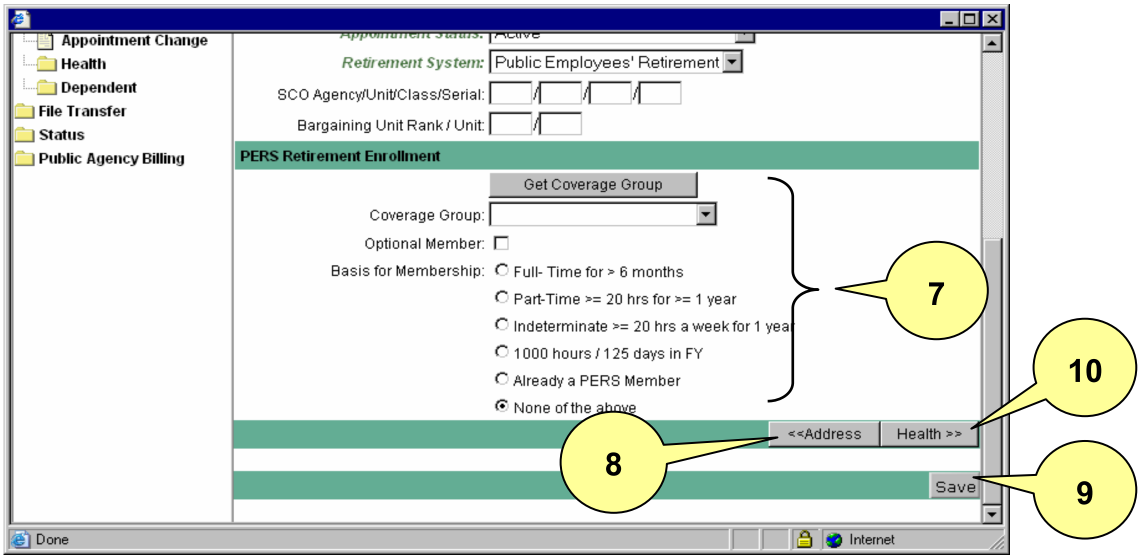


6. Enter Appointment information.
   - Organization name. Your organization name automatically populates this field. (If you are a registration servicer, select the name of the member's agency from the drop-down menu.)
   - *Appointment Start Date*
   - *Appointment Status* (the default status is Active)
   - *Retirement System* (the default is PERS)

Only State Employers will see the following fields (Note: Legislative employers should *not* enter data into these fields):

- *SCO Agency/Unit/Class/Serial* (use the most current external position number)
- *Bargaining Unit Rank/Unit*

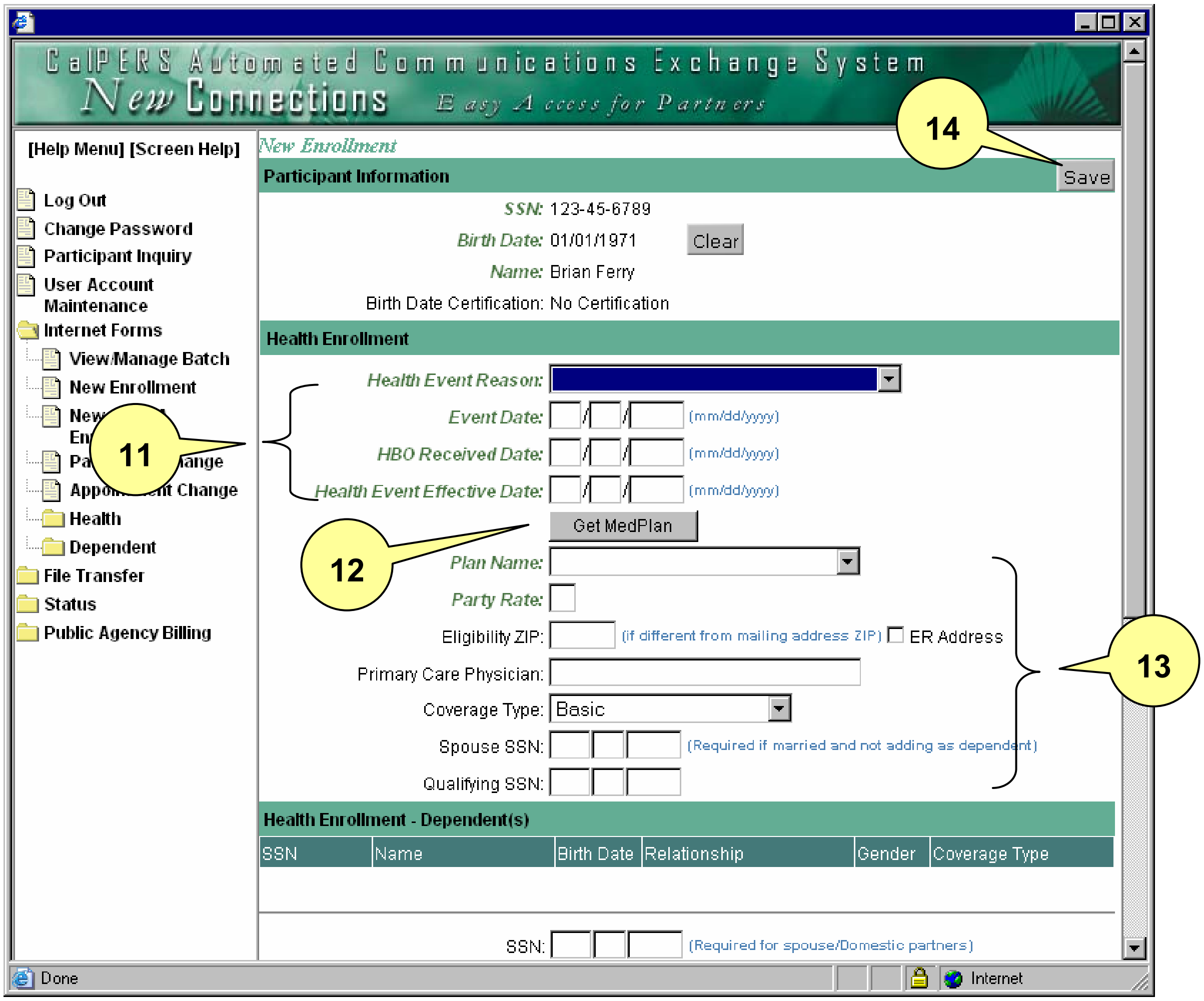
7. Click **Get Coverage Group**, and enter the following information if CalPERS was selected as the retirement system in Step 6.



- Coverage Group. Select appropriate value from the drop-down menu.
- Optional Member: This box should be checked if the employee is an "Optional" member (such as an elective officer or a legislative employee) that is electing to enter CalPERS membership. NOTE: For elective officers (e.g., City Council, County Board of Supervisors), the Election of Optional Membership form (AESD-59) must still be signed by the employee, and sent to CalPERS.
- Basis for Membership. Click the button to select the reason the Participant qualifies for CalPERS membership. (This section is optional.)
  - Full time for > 6 months: Appointment requires full-time continuous employment for more than 6 months, or full-time employment actually continues longer than 6 months.
  - Part time >= 20 hours a week for >= 1 year: Position requires regular part-time service of at least 20 hours per week for 1 year or longer.
  - Indeterminate >= 20 hrs/wk: Hours worked vary, but will average at least an average of 20 hours per week for 1 year or longer.
  - 1000 hours/125 in FY: Employee has completed at least 1000 hours (if paid on hourly basis) or 125 days (if paid on daily basis) within the period from July 1 through June 30.
  - Already a CalPERS member: The person is currently a "member" of CalPERS (i.e., has contributions/funds on deposit). Such persons will qualify for membership immediately upon appointment, regardless of Appointment Tenure or Time Base.
  - None of the above: Select this if none of the above options apply (e.g., if qualification is based on a court order, direction from CalPERS staff, etc.).

8. If you wish to view (or have corrections to) demographic or address information, click **Address**. Return to Step 3.
9. If the Participant is only enrolling in Retirement benefits with CalPERS, and all information is correct, click **Save**.
10. If the Participant is also enrolling in Health benefits with CalPERS, click **Health**.

Don't forget to submit your batch via View/Manage Batch!



11. Enter Health Enrollment information (*green/bold/italic* fields are required):
    - ***Health Event Reason***
    - ***Event Date***
    - ***Health Benefits Officer (HBO) Received Date***
    - ***Health Event Effective Date***

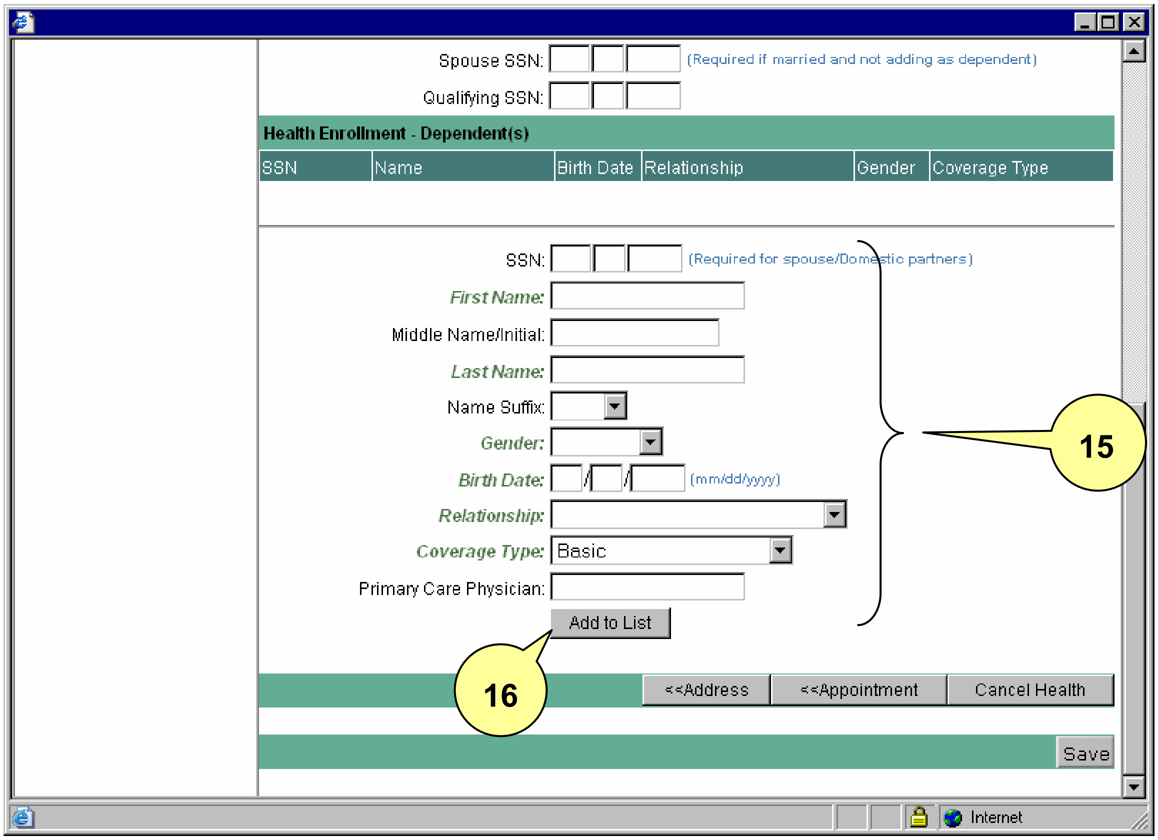
12. Click **Get MedPlan.** This queries ACES for all Medical Groups and Health Plans effective on the health event effective date and populates the ***Plan Name*** drop-down list for selection. This includes future effective dates.

13. Continue to enter Health Enrollment information:
    - ***Plan Name*** ACES provides a list of available plans.
    - ***Party Rate*** See Glossary or on-line Help for definition.
    - Eligibility ZIP (Complete this field only if necessary to qualify for a specific plan or if different from mailing ZIP code).
    - ER Address. Check this box when the enrollment is based on the Employer's ZIP Code.
    - Primary Care Physician.
    - Coverage Type (the default is Basic).

- *Medical Group* (State Agencies will not see this field. This applies to public agency and school district employees only).
- Spouse SSN. Required if married, unless spouse/domestic partner will also be a dependent on Participant's Health coverage; in that case their SSN is entered in the Add Dependent list (see Step 15).
- Qualifying SSN (Required when enrolling in own right due to loss of other CalPERS coverage)

14. If Participant has dependents to enroll, go to Step 15. If no dependents, click **Save**.

Don't forget to submit your batch via View/Manage Batch!



15. To enroll dependents, enter dependent information (***green/bold/italic*** fields are required).
    - SSN (Required for dependent who is a spouse or domestic partner. Users are also encouraged to enter SSNs for all dependents if possible).
    - ***First Name***
    - Middle Name/Initial
    - ***Last Name***
    - Name Suffix
    - ***Gender***
    - ***Birth Date***
    - ***Relationship***
    - ***Coverage Type*** (the default is Basic)
    - Primary Care Physician
16. When you have entered all required information, click **Add to List.** *If this step is skipped, dependent information will not be sent to CalPERS.*
    - If this is the only dependent to be added, go to Step 20.
    - To enroll additional dependents, return to Step 15.

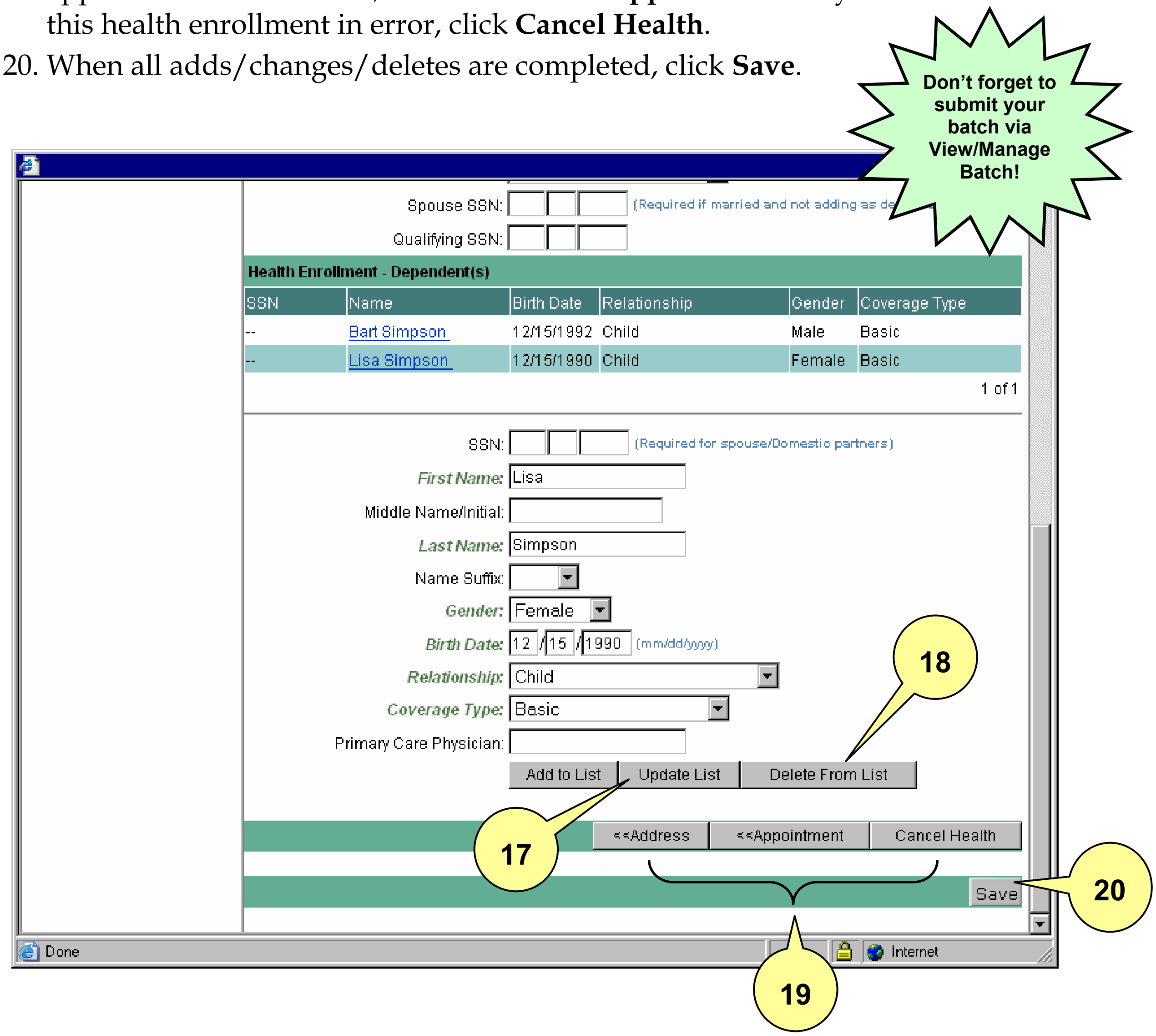
Important Note Regarding Previously Existing Dependents:

If an employee previously had health coverage from CalPERS through another employer, any previous dependents will be listed in the Dependent List. In order for the dependents to become active under the new plan, you must select the dependent name of each dependent. The ***coverage type*** then defaults to "Basic." Click **Update List**, then save your transaction.

For more information about dependents, see the section Internet Forms: Dependent.

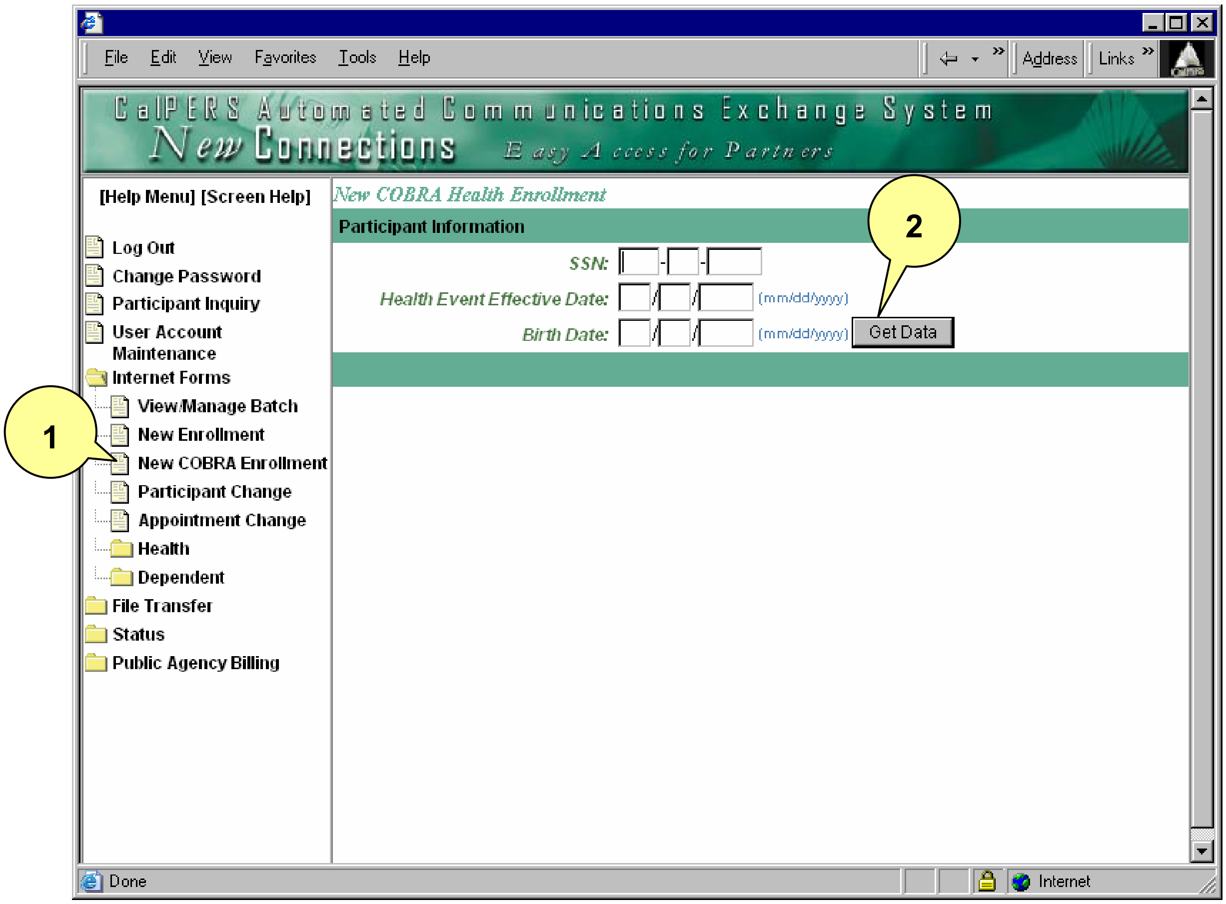
- To add, change, or delete information for a dependent you've just added, go to Steps 17-18.
- To add, change, or delete the *Participant's* demographic/address information, go to Step 19.

17. To make changes to a dependent you've just added (but before you've saved), click on the dependent's name. When information appears, make the desired changes. Click **Update List**. (Do NOT click **Add to List**; otherwise, another dependent will be created.) When you are satisfied that all information is correct, go to Step 20.
18. To delete a dependent you've just added (but before you've saved), click on the dependent's name. When information appears, click **Delete From List**. When you are satisfied that all information is correct, go to Step 20.
19. If you need to correct or add information to the Participant's address or appointment information, click **Address** or **Appointment**. If you have added this health enrollment in error, click **Cancel Health**.
20. When all adds/changes/deletes are completed, click **Save**.

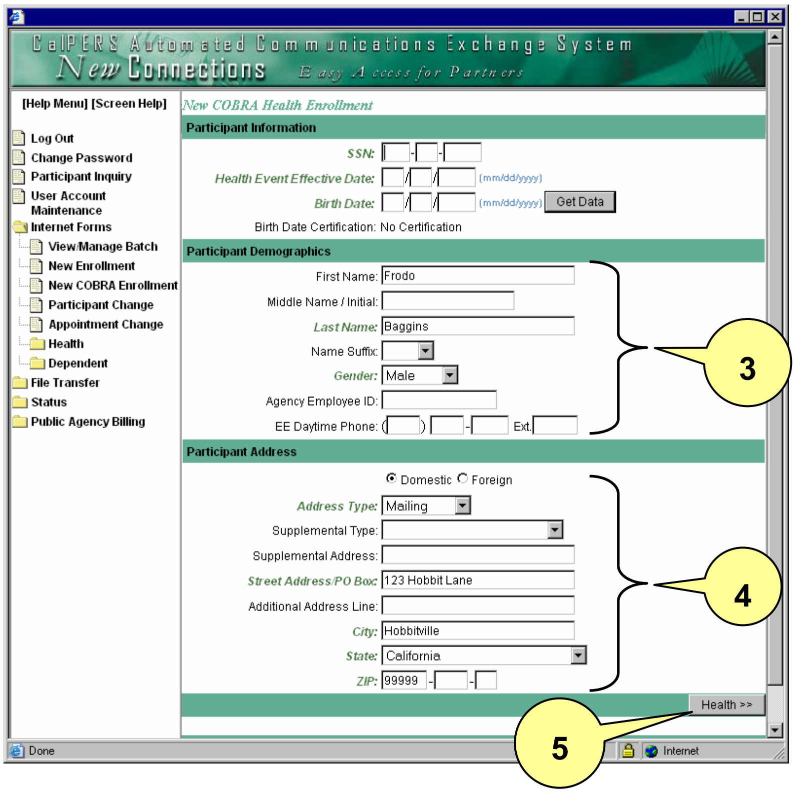


New COBRA Enrollment

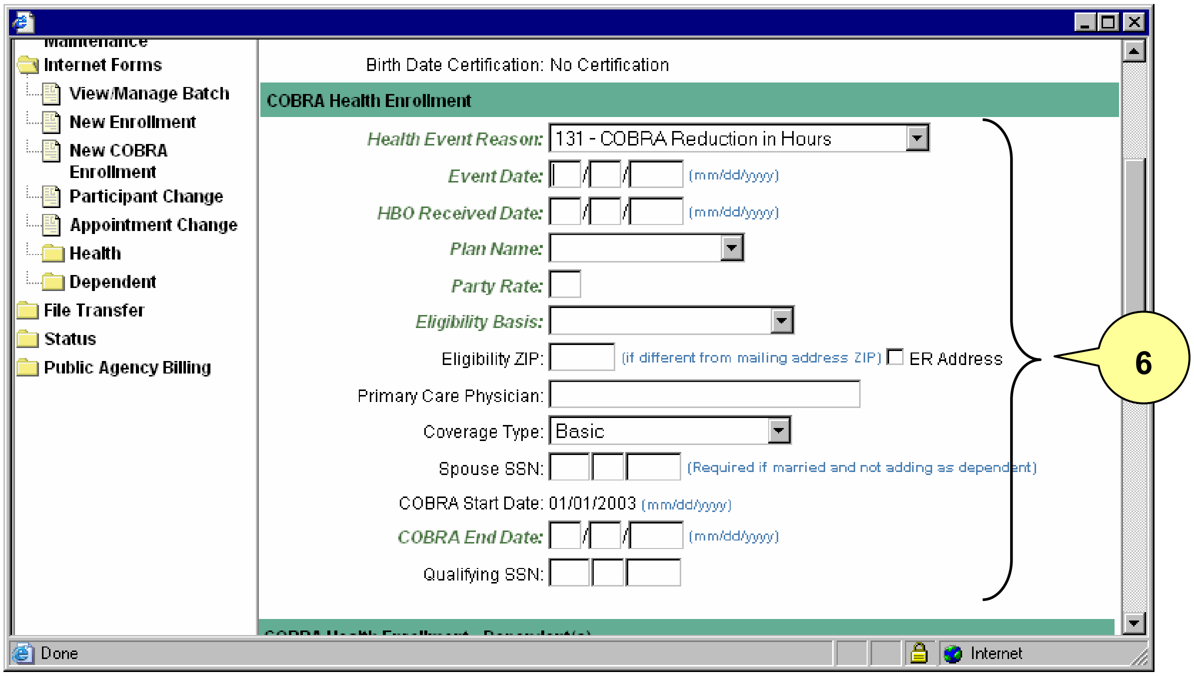
1. From the Internet Forms folder in the Navigation List, select **New COBRA Enrollment**.
2. Enter the COBRA participant's SSN, Health Event Effective Date, and Birth Date. Click **Get Data**.



3. Verify or enter the following: (***green/bold/italic*** fields are required.)
   - First name
   - Middle name/initial
   - ***Last name***
   - Name suffix
   - ***Gender***
   - Agency Employee ID
   - Employee's (EE) daytime telephone number

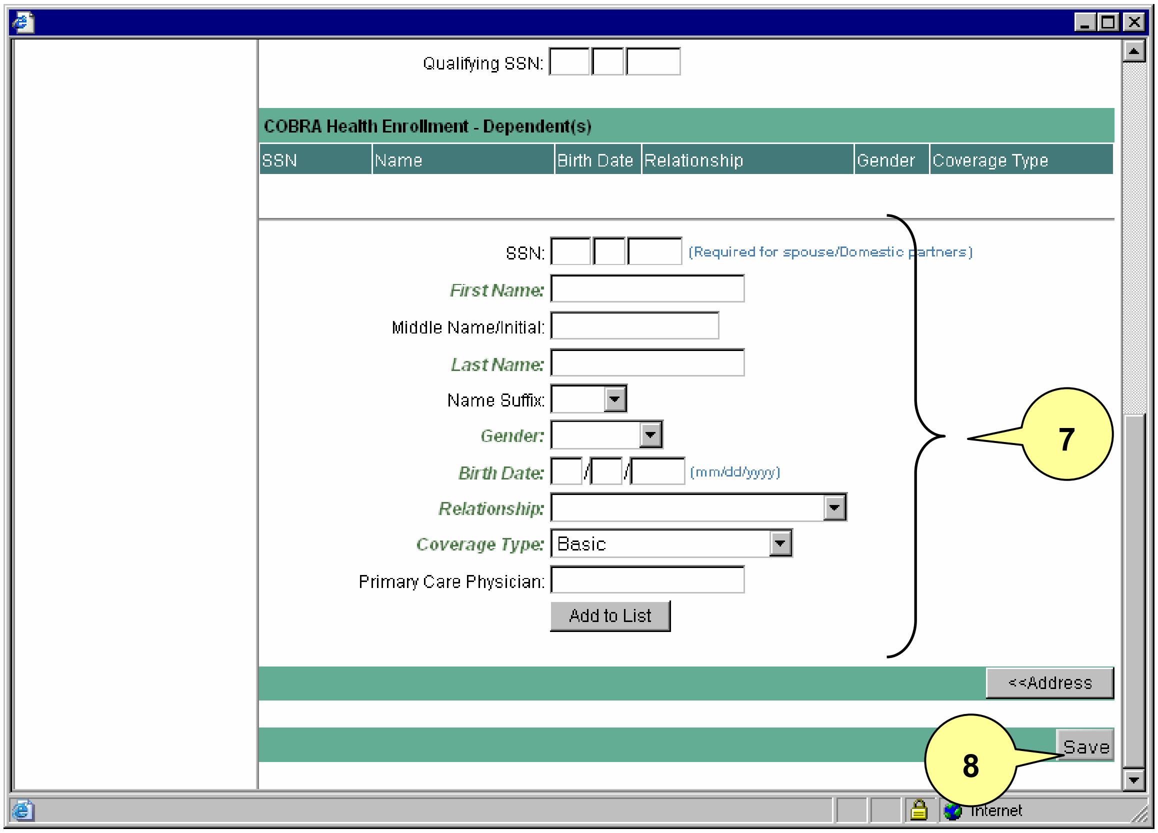


4. Verify or enter Participant's address.
   - Domestic or Foreign Address Type (the default is Domestic)
   - ***Address Type*** (the default is Mailing)
   - Supplemental Address Type
   - Supplemental Address Line (prints above address line to be used with Supplemental Address Type)
   - ***Street Address/PO Box***
   - Additional Address Line
   - ***City***
   - ***State***
   - ***ZIP*** (only first five digits are required)
5. Click **Health**.



6. Enter the Health Enrollment information (***green/bold/italic*** fields are required):
   - ***Health Event Reason***
   - ***Event Date***
   - ***Health Benefits Officer (HBO) Received Date***
   - ***Health Event Effective Date***:
   - ***Plan Name***. ACES provides a list of available plans.
   - ***Party Rate***. See Glossary or on-line Help for definition.
   - ***Eligibility Basis***. This field will appear if the Health Event Reason Code selected is 131, 132, 137, or 138. Select "COBRA Qual Subscriber" from the drop-down list. (This does not become a required field for dependents)
   - Eligibility ZIP (Complete this field only if necessary to qualify for a specific plan or if different from mailing ZIP code).
   - ER Address. Check this box when the enrollment is based on the Employer's ZIP Code.
   - Primary Care Physician.
   - Coverage Type (the default is Basic).
   - Spouse SSN. Required if married, unless spouse/domestic partner will also be a dependent on Participant's Health coverage; in that case their SSN is entered in Add Dependent (see Step 7).
   - COBRA Start Date. This field will populate based on the information in Step 2. This is not a changeable field.
   - ***COBRA End Date***.

- Enter Qualifying SSN if the enrollment is for a dependent. The Qualifying SSN is the Social Security Number of the Employee.

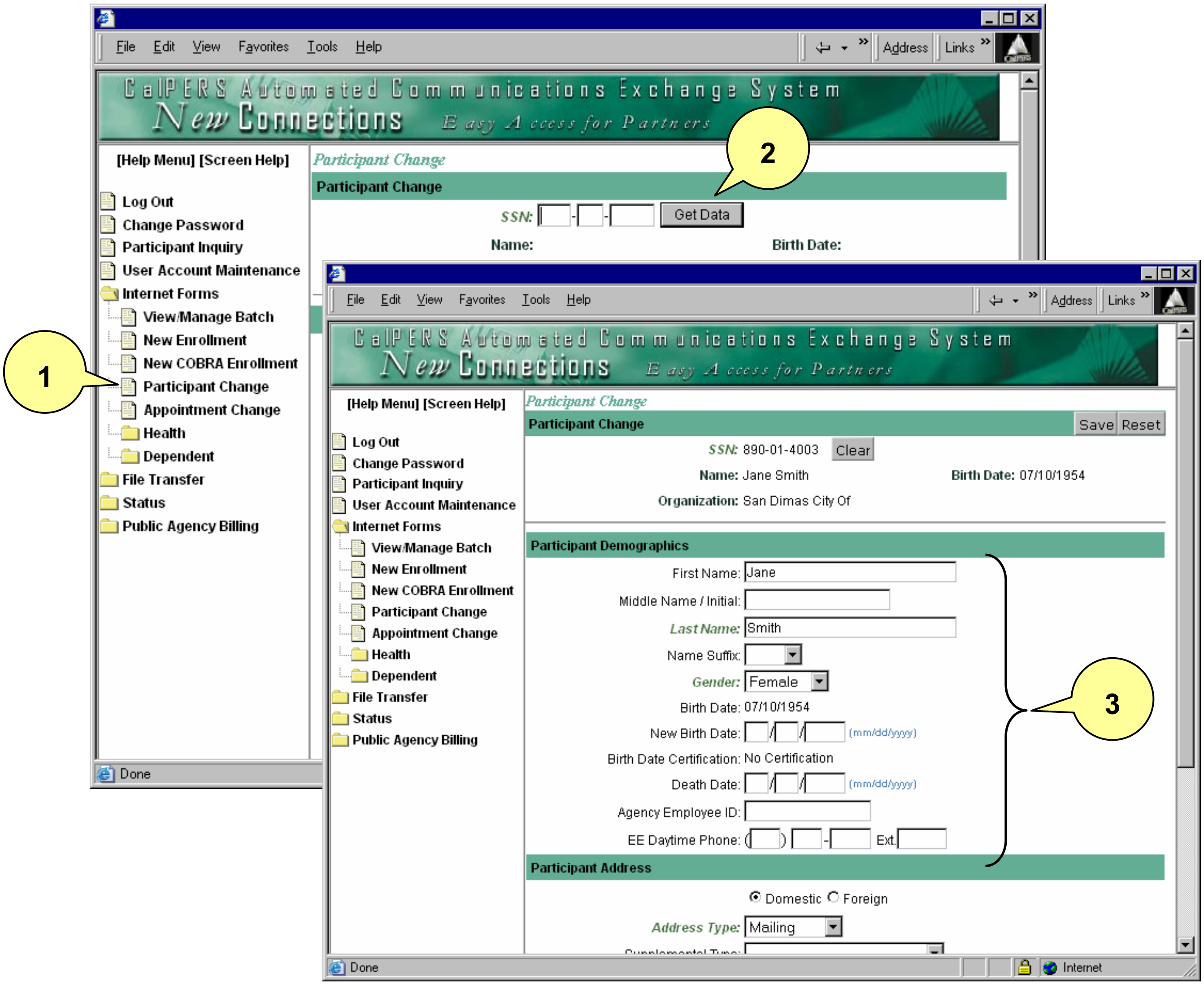


7. If enrolling dependents, scroll down and add dependents or update the coverage type for existing dependents on the list. For additional information about adding dependents, see New Health Enrollment section in this User Guide.
8. Click **Save**.

Participant Change

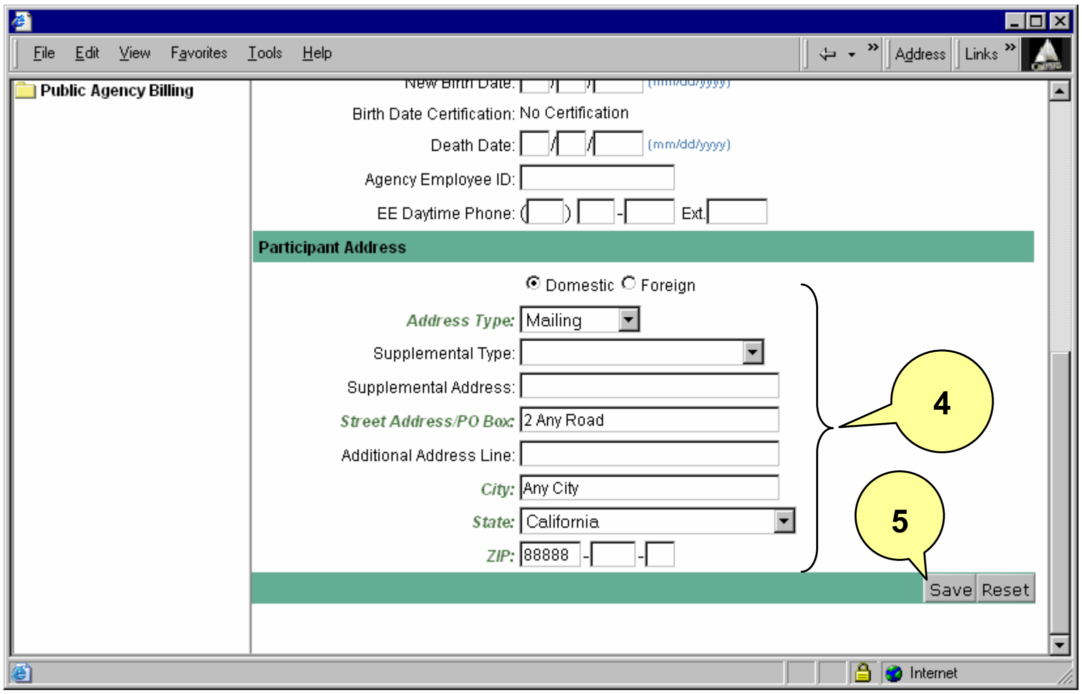
Use this function to edit an existing Participant's demographic information.

1. From the Internet Forms folder on the Navigation List, select **Participant Change**.
2. Enter the Participant's SSN and click **Get Data**. The Participant's previously entered information appears in two sections: **Participant Demographics** and **Participant Address**.



3. **Participant Demographics**: Change or add desired information at the fields listed below (remember that ***green/bold/italic*** fields are required):
   - First Name
   - Middle Name/Initial
   - ***Last Name***
   - Name Suffix

- *Gender*
- Birth Date – Date currently on file is displayed here.
- New Birth Date (Note: If there is a birth date certification, this change cannot be made via ACES. Contact us at (888) CalPERS (225-7377), to have this change applied).
- Death Date
- Agency Employee ID (for your agency's use only)
- Employee's (EE) Daytime Phone Number



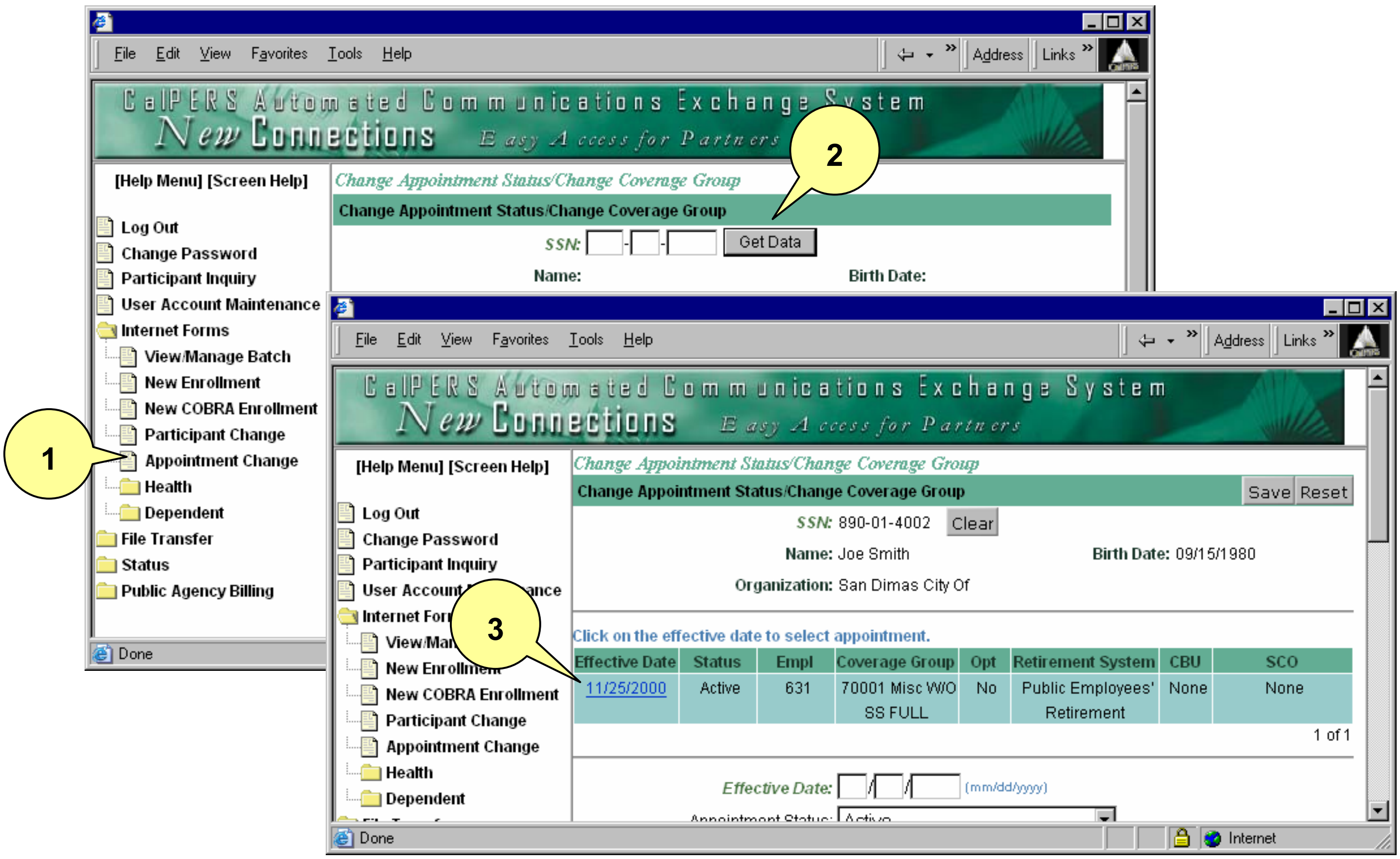
4. **Participant Address**: Change address information by altering the following:
   - Domestic/Foreign address type (the default is Domestic.)
   - *Address Type* (the default is Mailing.)
   - Supplemental Address Type
   - Supplemental Address Line (prints above address line to be used with Supplemental Address Type)
   - *Street Address/PO Box*
   - Additional Address Line
   - *City*
   - *State*
   - *ZIP* (Only first five digits are required.)
5. When all changes are complete, click **Save**.
   NOTE: The effective date of this transaction will be the date the transaction is processed.

Don't forget to submit your batch via View/Manage Batch!

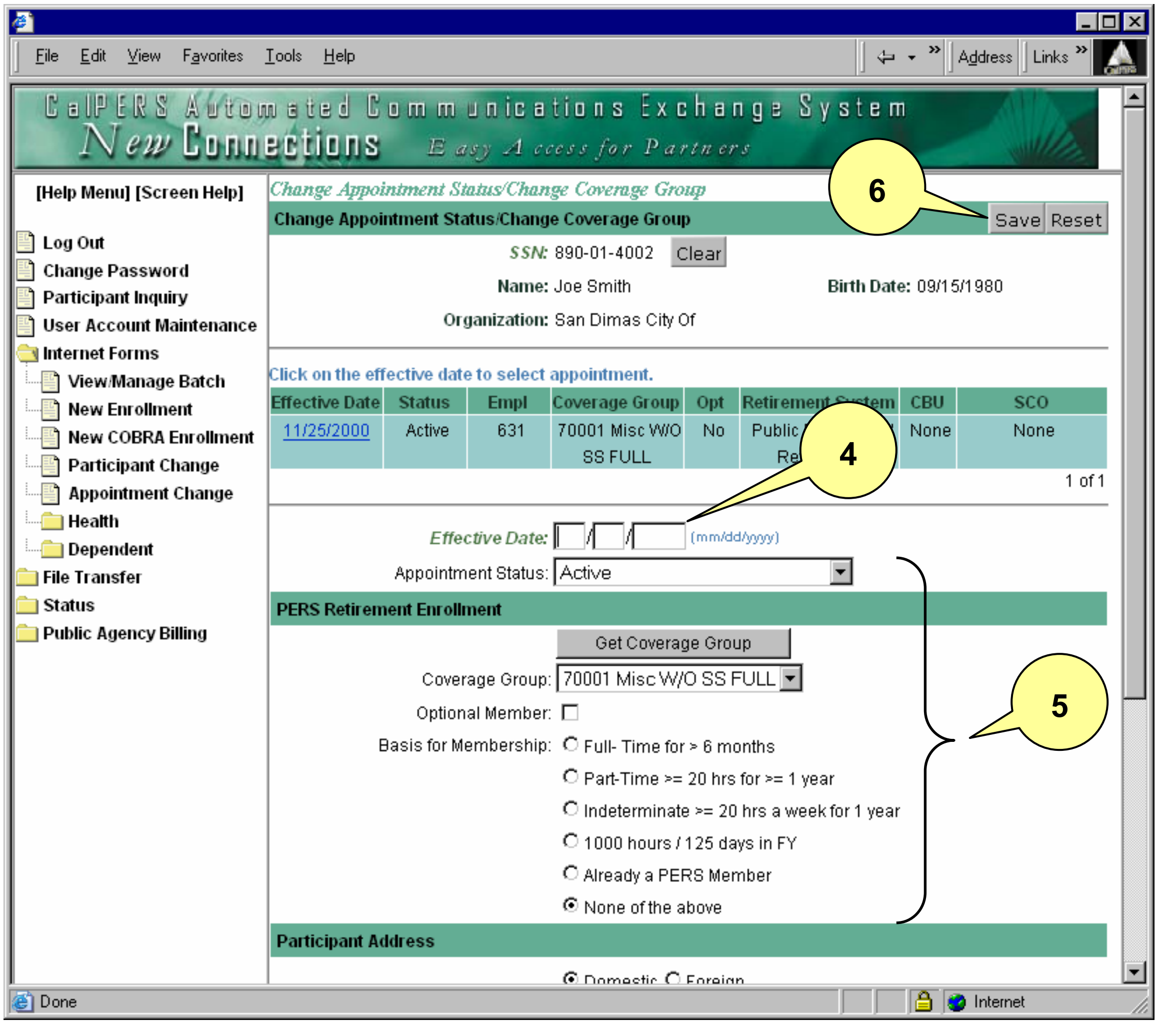
Appointment Change

The **Change Appointment Status /Coverage Group** changes a Participant's appointment status and/or coverage group. You may also change the Participant's demographics at the same time.

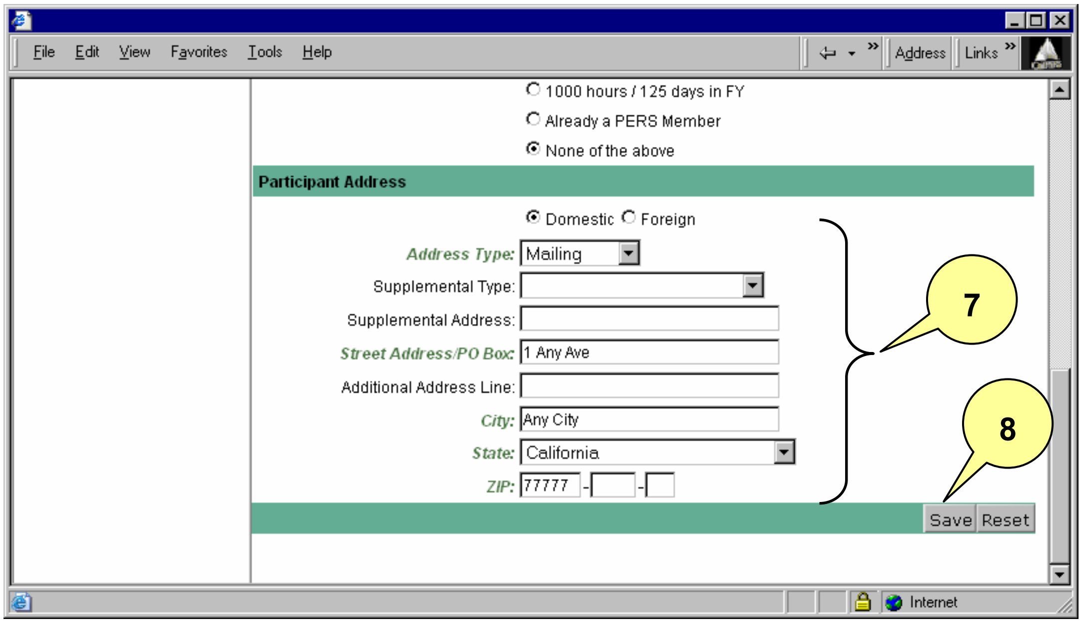
- Appointment Status definitions are listed at the end of the function instructions.



1. Open the Internet Forms folder and click on **Appointment Change**.
2. Enter the Participant's social security number, and click **Get Data**.
3. You will see the screen as it appears above, with the Participant's appointment history by date. Locate the appointment you wish to view and click on the Effective Date. The fields below will populate with appointment information. (If the Participant has more than five appointments, click **Previous** or **Next** to scroll through the history.)



4. Enter the *Effective Date* of change.
5. Change any applicable information as follows:
   - Appointment Status (See Page 43 for definition of options)
   - Click **Get Coverage Group** and change the Coverage Group
   - Optional Member (if applicable)
   - Basis for Membership (if applicable, see Page 28 for definitions)
6. If this completes the changes, click **Save** and continue to Step 9. If you need to change the Participant's address as well, scroll down the page and continue to Step 7.



7. Change address information by altering the following:
   - Domestic/Foreign address type (the default is Domestic)
   - *Address Type* (the default is Mailing)
   - Supplemental Address Type
   - Supplemental Address Line (prints above address line to be used with Supplemental Address Type)
   - *Street Address/PO Box*
   - Additional Address Line
   - *City*
   - *State*
   - *ZIP* (Only first five digits are required)
8. When all changes are complete, click **Save**.

Appointment Status Definitions

STATUS	DEFINITION
Active	Currently working in this position, or has returned from a leave.
Educational Leave (State employees only)	Leave is granted for the purpose of further education.
Family Leave of Absence	Approved maternity/paternity leave.
Industrial Disability Leave	Worker in a safety classification placed on leave for a work-related injury or illness. Available to local miscellaneous employees by contract amendment only.
Layoff	Layoff (or in lieu of involuntary transfer).
Leave of Absence	Select this status only when the Retirement System is JRS1 or JRS2
Maternity/Paternity Leave	Leave granted for the purpose of giving birth, and/or caring for a newborn child.
Military Leave of Absence	Absent from work due to active service with a branch of the United States Armed Forces.
Non-industrial Leave of Absence	Off work and receiving temporary disability payments for a non-job-related injury or illness.
Permanent Separation	Left work with no projected date of return. This status must be granted for Participant to be eligible for refund of CalPERS contributions. Selecting this option opens the Status Reason field. (Note: If employee is granted this status and then returns to work at your agency, you are required to enter a new enrollment for that person).
Sabbatical Leave Full Pay	On approved leave; receiving full compensation for time not worked.
Sabbatical Leave Partial Pay	On approved leave, but is receiving partial compensation.
Service Leave of Absence	On approved leave.
Special Leave of Absence	(State employees only.) Educational LOA, Partial LOA, or Special Leave for Research or Creative Activity.
Temporary Separation	Temporarily separated from employment for a minimum of two (2) months and is expected to return. (NOTE: A separation of fewer than two months is not reported to CalPERS.) Select this status when none of the other status definitions apply.
To Alternate Retirement Plan	A non-vested member who is subject to a G.D. 20306 Retirement Plan is working fewer than 20 hours a week, and must switch from CalPERS coverage to the Alternate Retirement Plan.
Workers Compensation Leave	Worker in “miscellaneous” (i.e., non-safety) classification is placed on leave for a work-related injury or illness.

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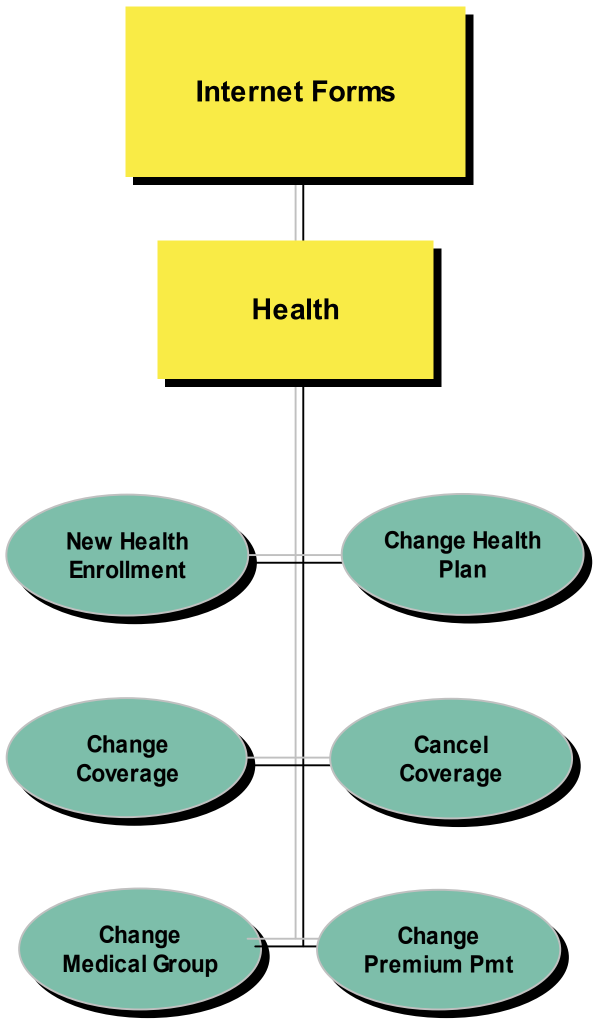
INTERNET FORMS: HEALTH

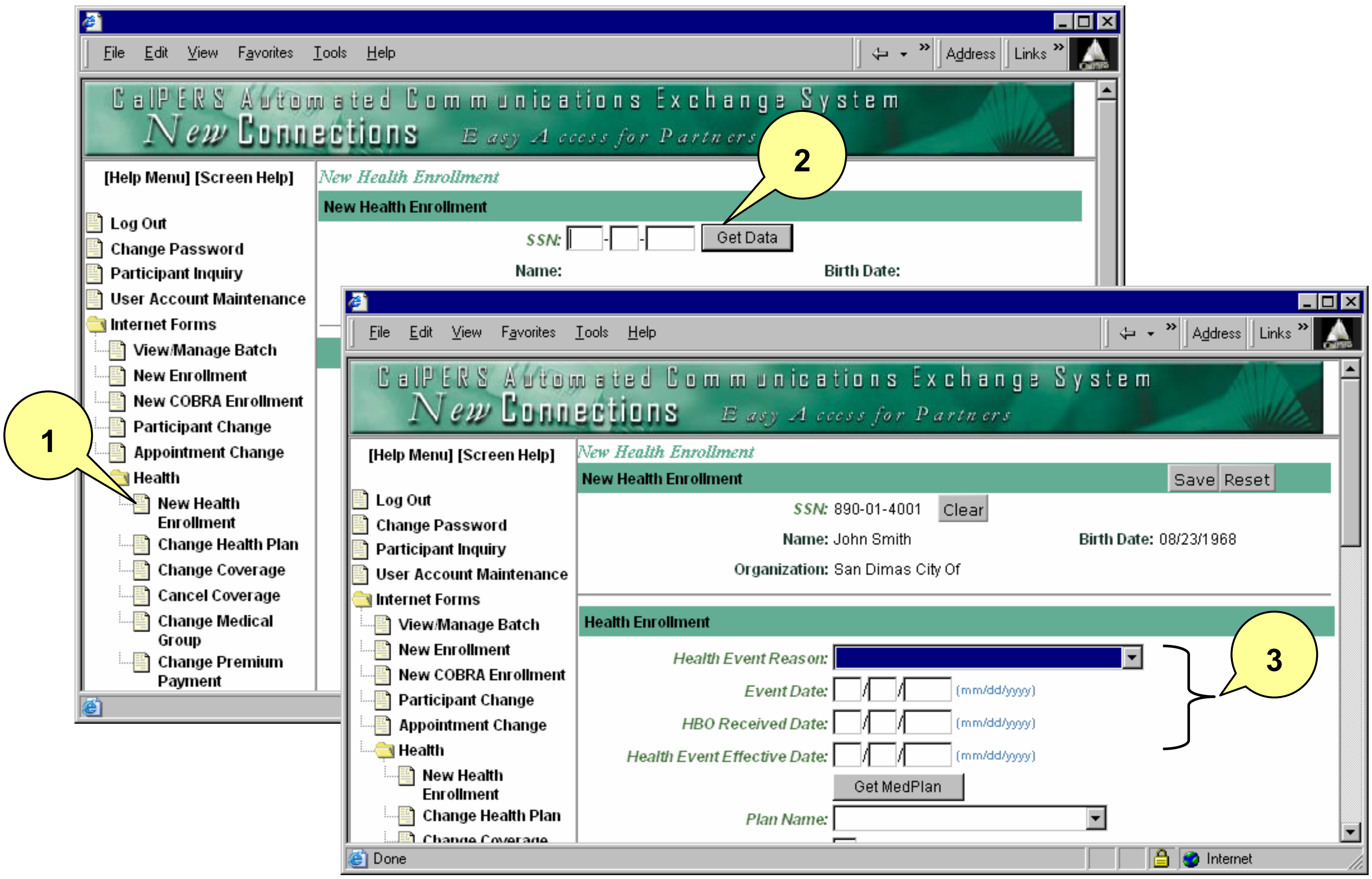
The **Internet Forms Health** function allows employers to submit new enrollment and change information related to a Participants' health benefits. Click on **Internet Forms**, then the **Health** folder to see the functions available to you, as shown in the diagram below.



New Health Enrollment

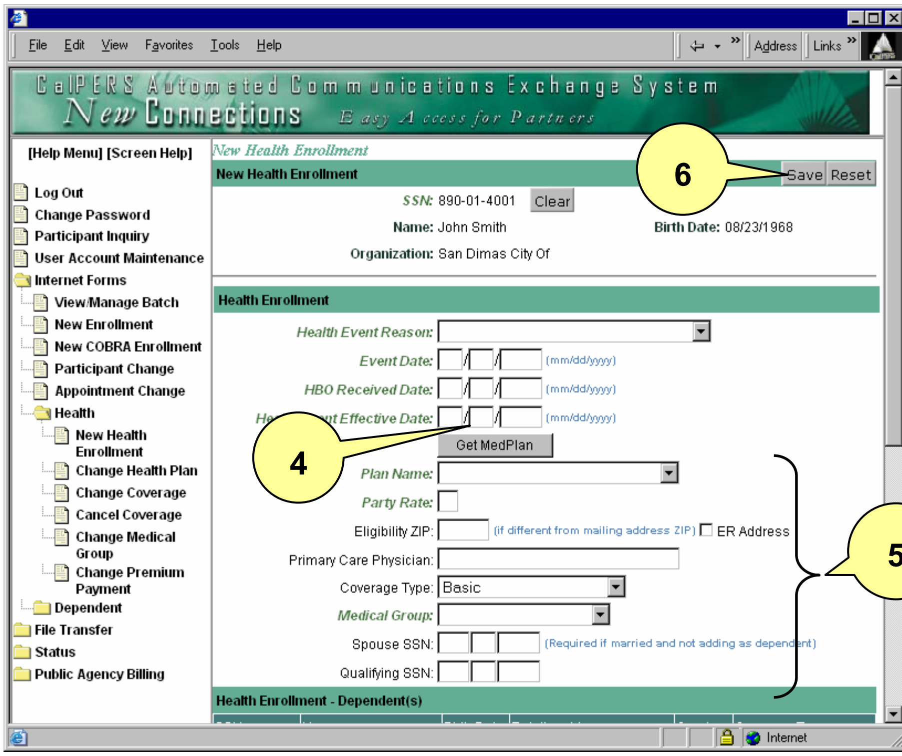
Use **New Health Enrollment** to enroll a Participant in Health coverage if the qualifying appointment already exists.

> If this is an entirely new Participant to your agency (i.e., the Participant does not already have an appointment with your organization), use the Internet Forms: **New Enrollment** screen.



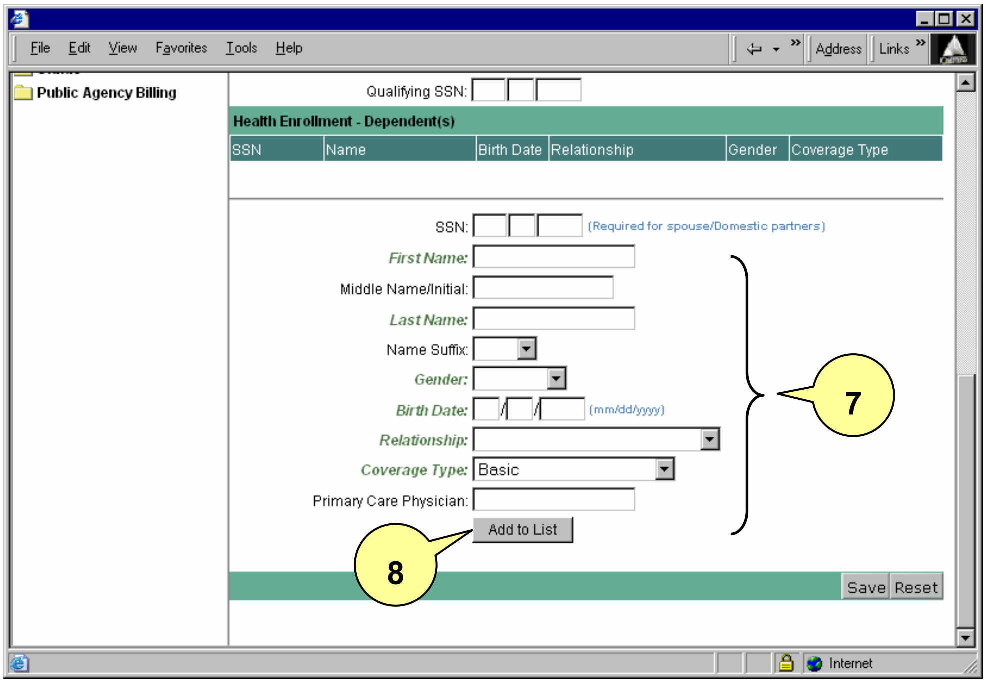
1. Select the **Health** folder under Internet Forms on the Navigation List. Click **New Health Enrollment**.
2. Enter the Participant's SSN and click **Get Data**.
3. If there are multiple appointments on file, select the appropriate one by clicking on the Effective Date. Continue by entering the Health Enrollment information (*green/bold/italic* fields are required):
   - ***Health Event Reason***
   - ***Event Date***
   - ***Health Benefits Officer (HBO) Received Date***
   - ***Health Event Effective Date***

4. Click **Get MedPlan.** This queries ACES for all Medical Groups and Health Plans effective on the health event effective date and populates the ***Plan Name*** drop-down list for selection. This includes future effective dates.



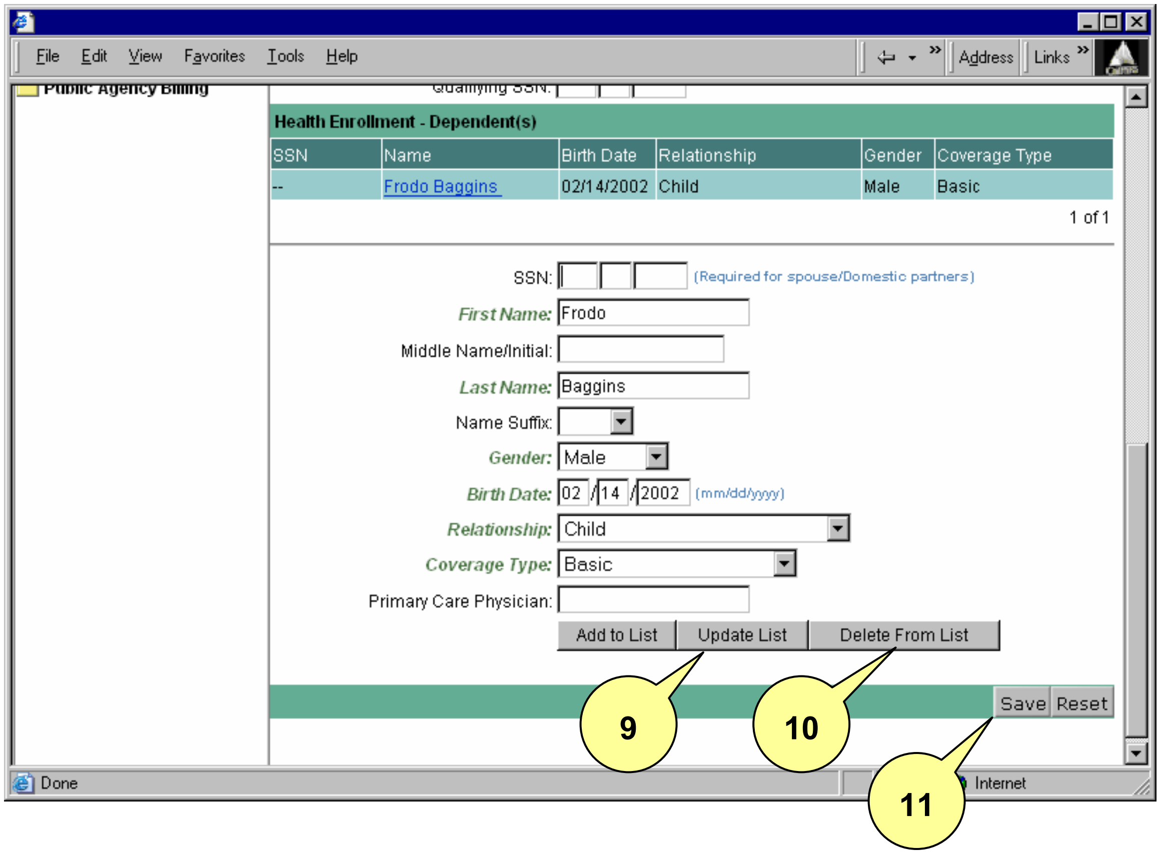
5. Continue to enter Health Enrollment information:
   - ***Plan Name***. Select available plan from drop-down list.
   - ***Party Rate***. See Glossary or on-line Help for definition.
   - Eligibility ZIP (Complete this field only if necessary to qualify for a specific plan or if different from mailing ZIP code).
   - ER Address. Check this box when the enrollment is based on the Employer's ZIP Code.
   - Primary Care Physician.
   - Coverage Type (the default is Basic).
   - ***Medical Group*** (State Agencies will not see this field. This applies to public agency and school district employees only).
   - Spouse SSN. Required if married, unless spouse/domestic partner will also be a dependent on Participant's Health coverage; in that case their SSN is entered in Add Dependent (see Step 7).
   - Qualifying SSN (Required when enrolling in own right due to loss of other CalPERS coverage).
6. If the Participant has dependents to enroll, go to Step 7. If there are no dependents to enroll, click **Save**.

Don't forget to submit your batch via View/Manage Batch!



7. At Health Enrollment – Dependent(s), enter dependent information as follows (***green/bold/italic*** fields are required):
   - Social Security Number (Required for spouse/domestic partners. Users are encouraged to enter SSNs for all dependents.)
   - ***First Name***
   - Middle Name/Initial
   - ***Last Name***
   - Name Suffix
   - ***Gender***
   - ***Birth Date***
   - ***Relationship***
   - ***Coverage Type*** (the default is basic)
   - Primary Care Physician

8. When you have entered all ***green/bold/italic*** information and all applicable optional information for the dependent, click **Add to List**.
   - If this is the only dependent to be added, go to Step 11.
   - To enroll additional dependents, repeat Steps 7 and 8.
   - If you want to correct or change information after you have clicked **Add to List**, go to Step 9.



9. To make changes to a dependent you have just added (but not yet saved), click on the dependent name. When information previously entered appears, make desired changes. Click **Update List**.

10. To delete a dependent you have just added to the dependent list (but not yet saved), click on dependent name. The information previously entered for this dependent appears. Click **Delete from List**.

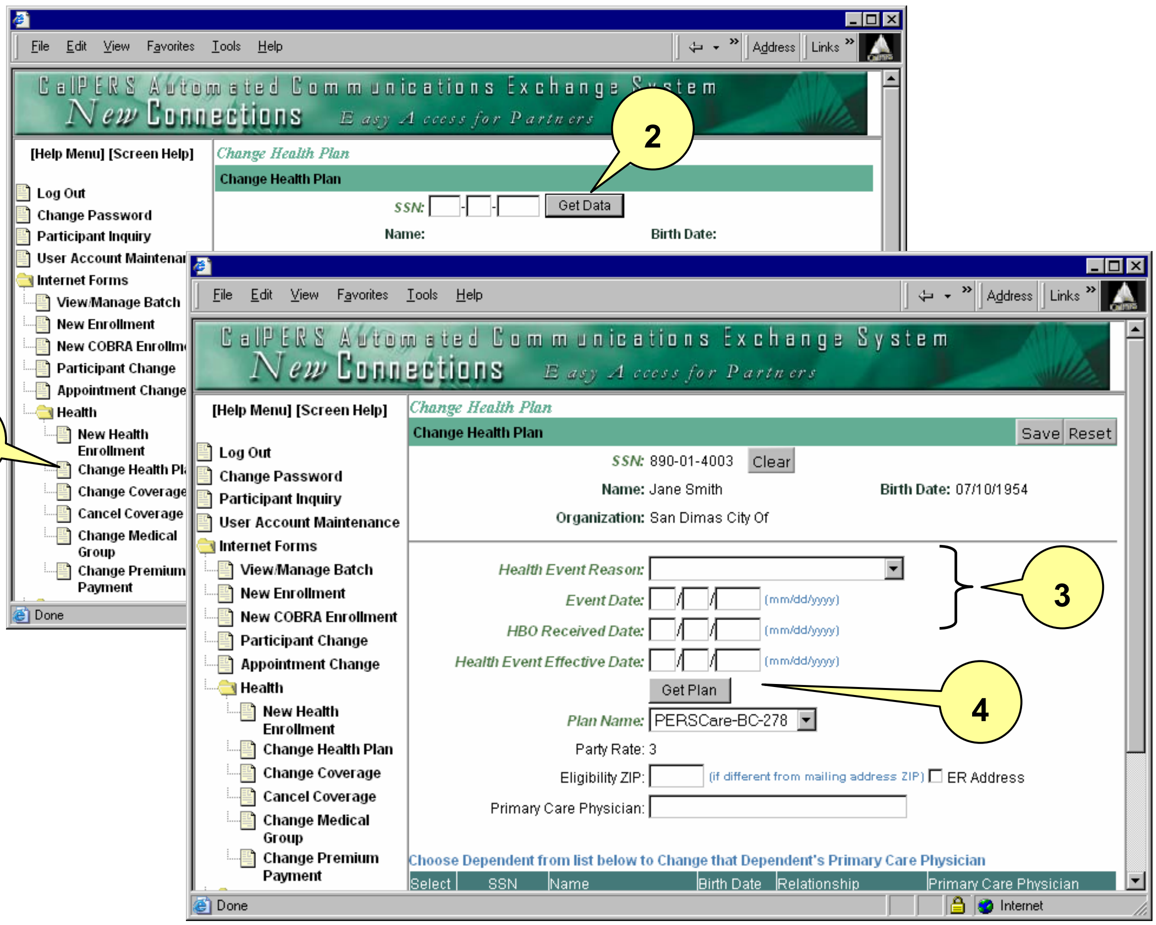
11. When all adds/changes/deletes are completed, click **Save**.

Don't forget to submit your batch via View/Manage Batch!

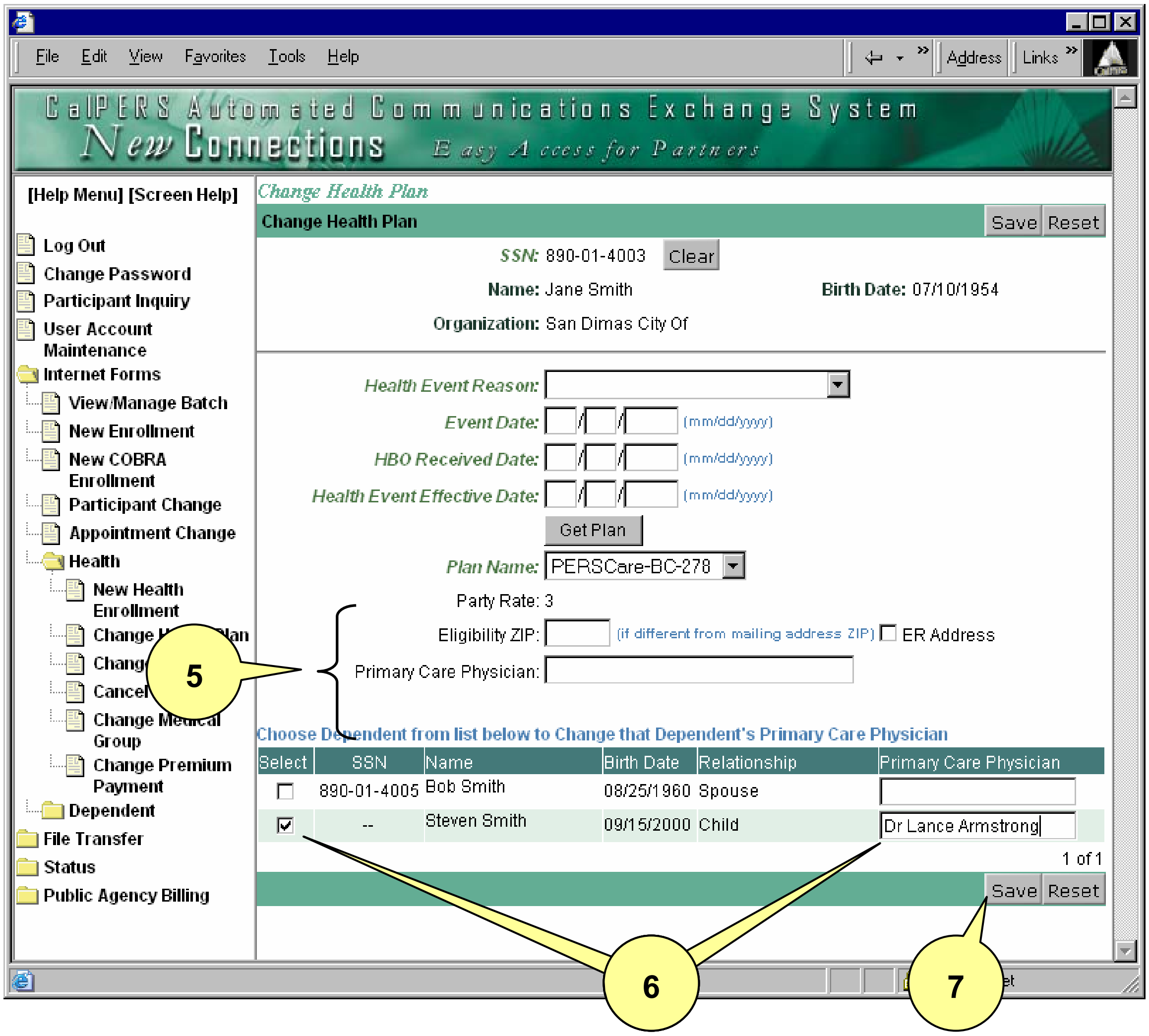
Change Health Plan

Change Health Plan allows you to change an existing Participant's health plan. Use this when you receive a Participant request to change based on a geographical relocation or requests to change received during open enrollment.

1. Open the Internet Forms folder, and click on **Health**, then on **Change Health Plan**.
2. Enter Participant SSN and click **Get Data**.



3. Enter/edit the following information (*green/bold/italic* fields are required):
   - ***Health Event Reason***. Select the reason code from the drop-down list.
   - ***Event Date***. Enter the open enrollment date or date of relocation.
   - ***HBO Received Date***. Enter date the request was received by employer.
   - ***Health Event Effective Date***. Enter the effective date of change.
4. Click **Get Plan**. This queries the system for all available Health Plans effective on the effective date and populates the ***Plan Name*** drop-down list. This includes future effective dates.



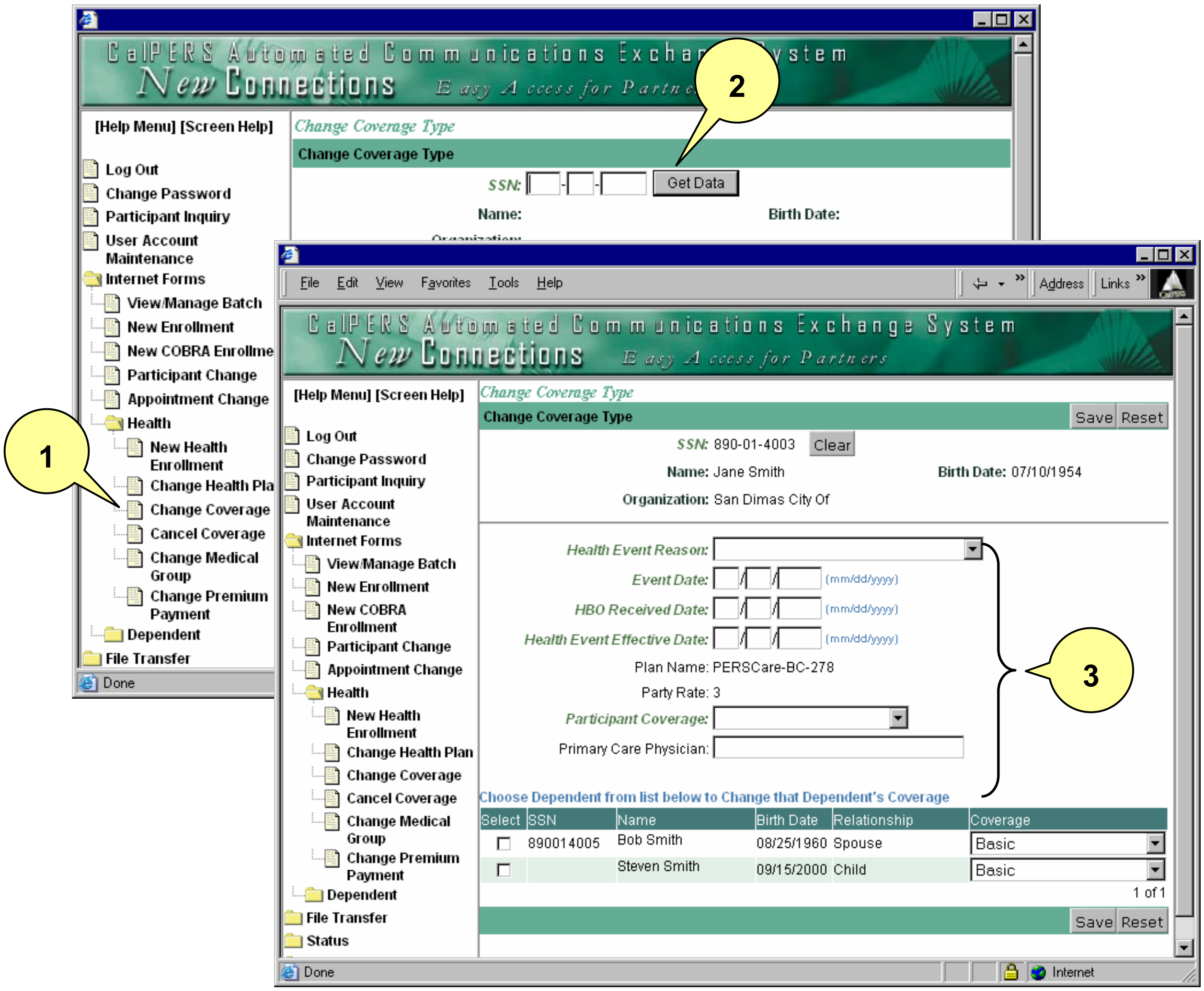
5. Enter/edit the following information (fields in ***green/bold/italic*** required):
   - ***Plan Name***. The current plan will populate. Select the new plan.
   - Party Rate. This field is not changeable.
   - Eligibility ZIP (Complete this field only if necessary to qualify for a specific plan or if different from mailing ZIP code.)
   - ER Address (Check this box if the Eligibility ZIP is the Employer's ZIP Code.)
   - Primary Care Physician
6. To add a dependent's Primary Care Physician information, check the box next to the dependent(s), and enter/edit the Primary Care Physician.
7. Click **Save**.

Don't forget to submit your batch via View/Manage Batch!

Change Coverage

The Change Coverage screen is used to submit a change to a Participant's and/or dependent's coverage type (i.e., from Basic to Medicare).

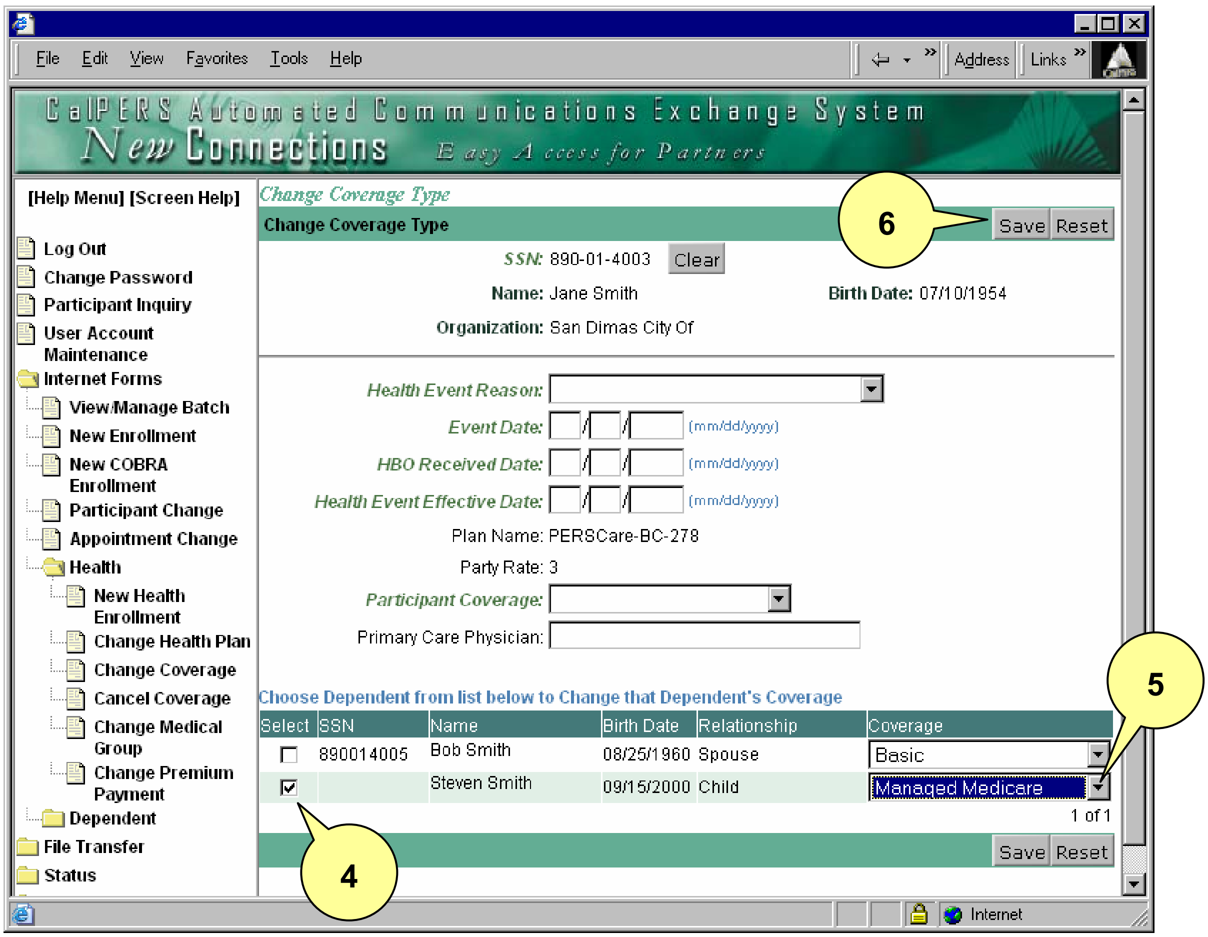
1. Open the Internet Forms folder on the Navigation List, then open the **Health** folder and click on **Change Coverage**.
2. Enter the Participant's SSN and click **Get Data**.



3. Enter/edit the following information (***green/bold/italic*** fields are required):
   - ***Health Event Reason***. Select the reason code from the drop-down list.
   - ***Event Date*** (e.g., Medicare effective date).
   - ***HBO Received Date***. Enter the date the request was received by employer.
   - ***Health Event Effective Date***. Enter the effective date of the change.
   - Plan Name. This field is not changeable.
   - Party Rate (Defaults to current party rate – not an editable field).

- *Participant Coverage*. If this change is for the Participant, select appropriate coverage type and proceed to Step 6. If change is for a dependent, select coverage type of basic, and go to Step 4.

4. Select box of appropriate dependent.



5. Select **Coverage** type from drop-down list.

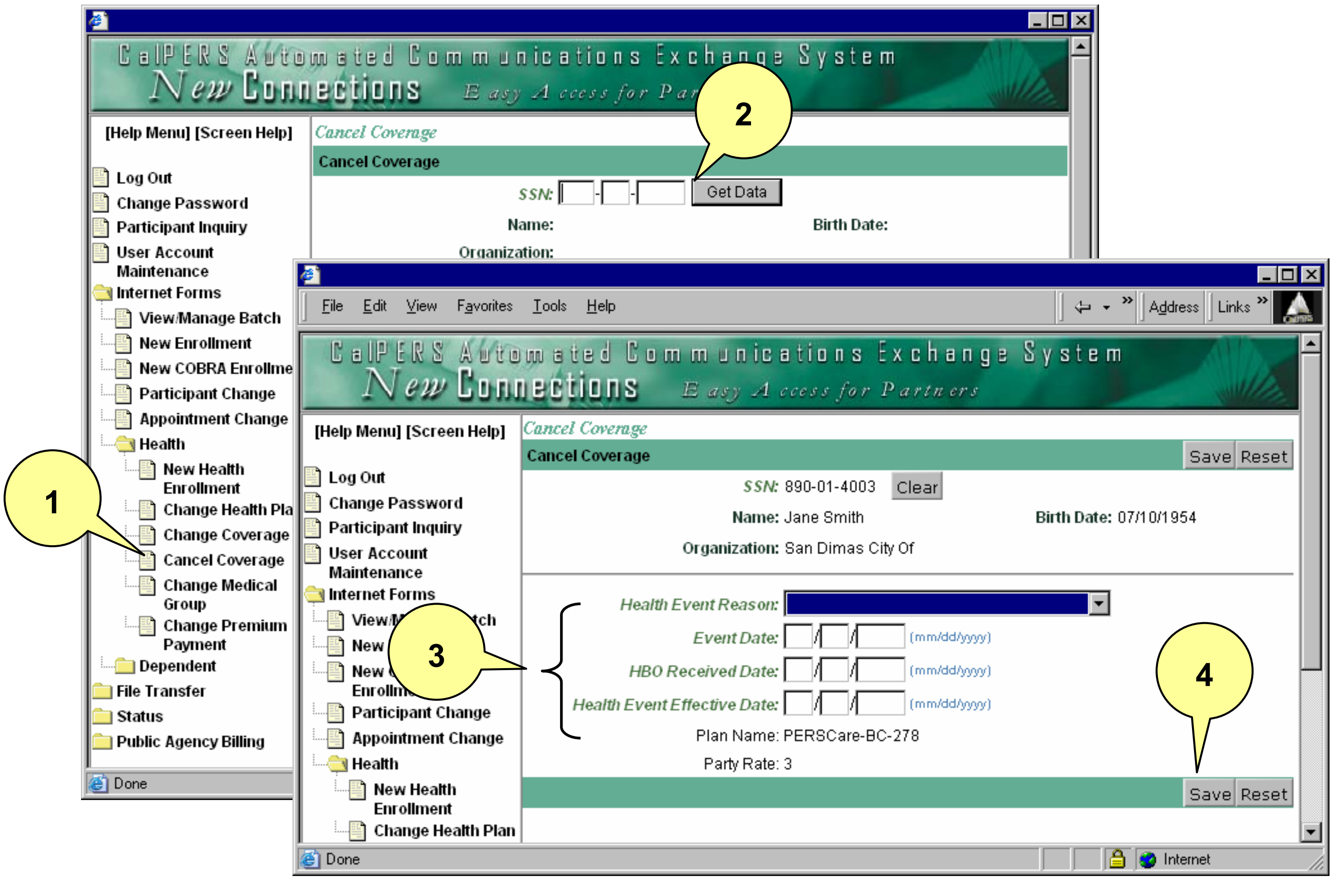
6. When all Participant and dependent coverage changes have been made, click **Save**.

Don't forget to submit your batch via View/Manage Batch!

Cancel Coverage

The **Cancel Coverage** screen is used to cancel a Participant's health coverage.

1. Open the Internet Forms folder, and click on **Health**, then on **Cancel Coverage**.
2. Enter Participant's SSN and click **Get Data**.



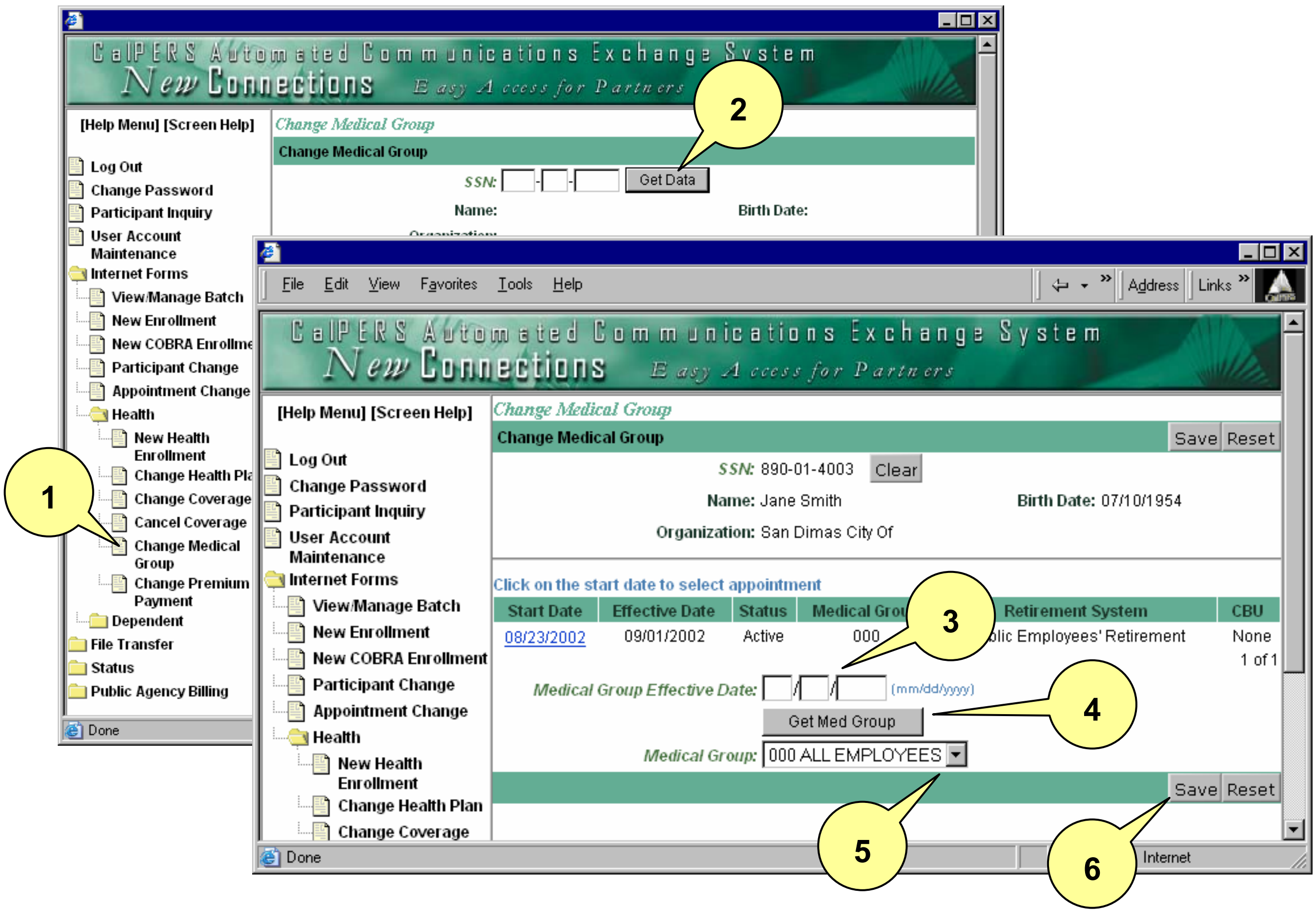
3. Enter/edit the following information (*green/bold/italic* fields are required):
   - ***Health Event Reason***. Select the reason code from the drop-down list.
   - ***Event Date***. (e.g., date of Participant's request).
   - ***HBO Received Date***. Enter date the request was received by employer.
   - ***Health Event Effective Date***. Enter the effective date of change.
   - Plan Name. This field is not changeable.
   - Party Rate. This field is not changeable.
4. Click **Save**.

Don't forget to submit your batch via View/Manage Batch!

Change Medical Group

Use the **Change Medical Group** function to change the medical group (bargaining unit) for a Participant who is an employee of a public agency or school district.

1. Open the Internet Forms folder on the Navigation List, then open the **Health** folder and click **Change Medical Group**.



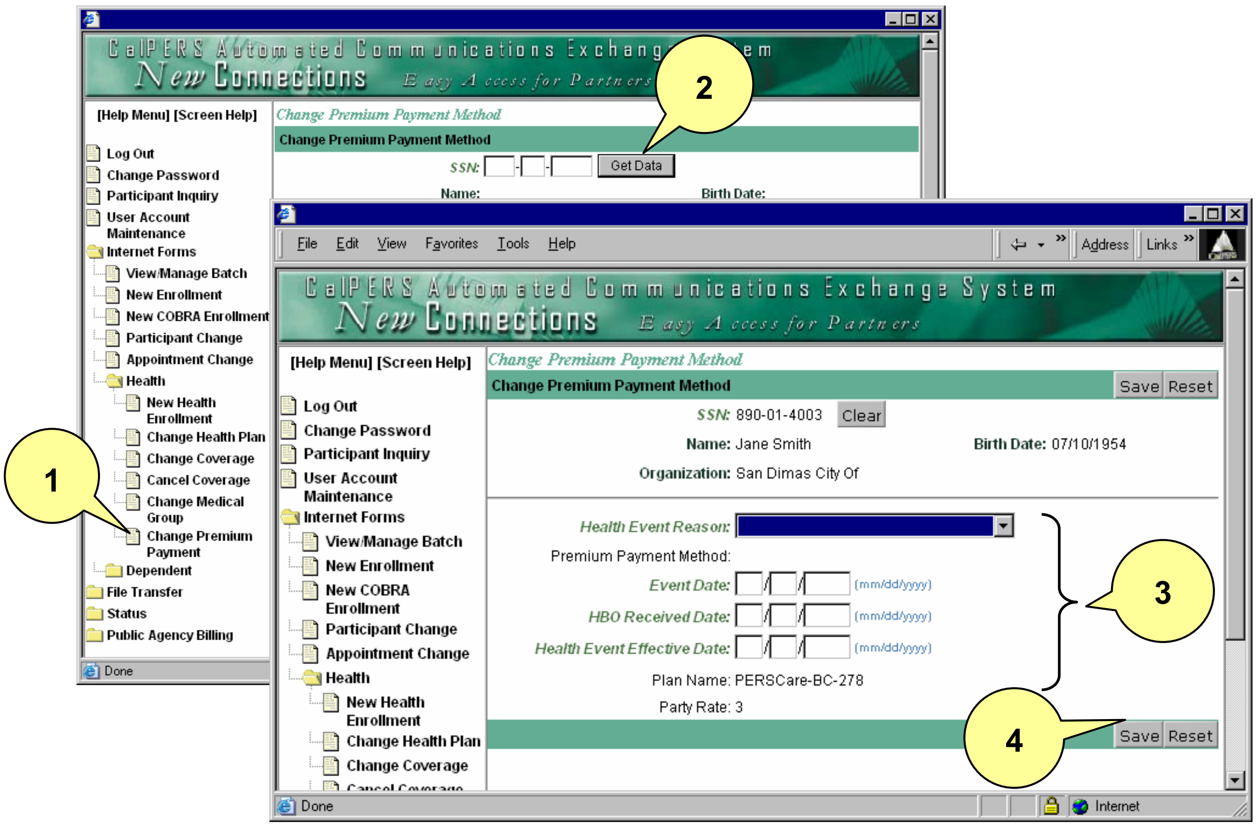
2. Enter Participant's SSN and click **Get Data**.
3. Enter the ***Medical Group Effective Date***.
4. Click **Get Med Group**. This will query the system for all available Medical Groups effective on that date and populate them in the drop-down list for selection. This includes future effective dates.
5. Select the new ***Medical Group*** (bargaining unit).
6. Click **Save**.

Don't forget to submit your batch via View/Manage Batch!

Change Premium Payment

Changes a Participant's method of premium payment to or from regular payroll or direct pay. Payment method changes are usually the result of a Participant going on or returning from a leave of absence.

1. Open the Internet Forms folder on the Navigation List, then open the **Health** folder and click **Change Premium Payment.**

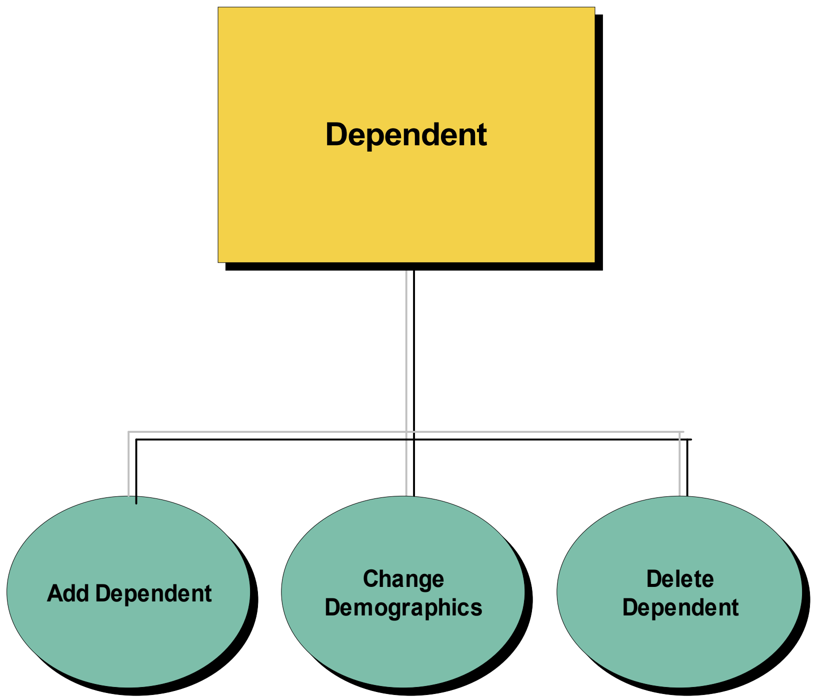


2. Enter Participant's SSN and click **Get Data**.
3. Enter/edit the following information (***green/bold/italic*** fields are required):
   - ***Health Event Reason***. Select the reason code from the drop-down list.
   - Premium Payment Method. This field populates automatically after Health Event Reason is selected.
   - ***Event Date***.
   - ***HBO Received Date***. Enter the date the request was received by employer.
   - ***Health Event Effective Date***. Enter the effective date of change.
   - Plan Name. This field is not changeable.
   - Party Rate. This field is not changeable.
4. Click **Save**.

Don't forget to submit your batch via View/Manage Batch!

INTERNET FORMS: DEPENDENT

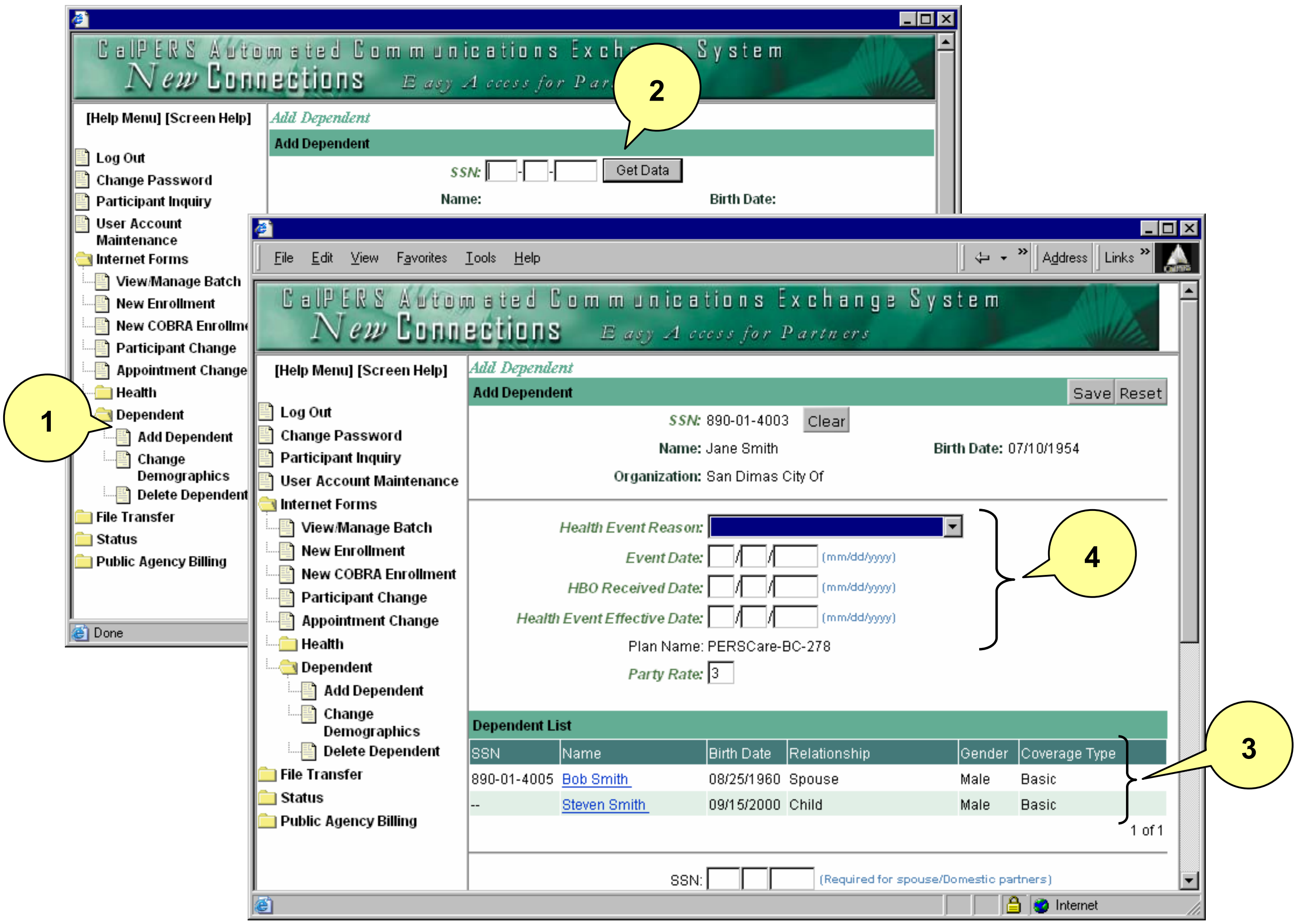
The Internet Forms, Dependent folder is comprised of three functions, as shown in the diagram below: **Add Dependent**, **Change Demographics**, and **Delete Dependent**.



Add Dependent

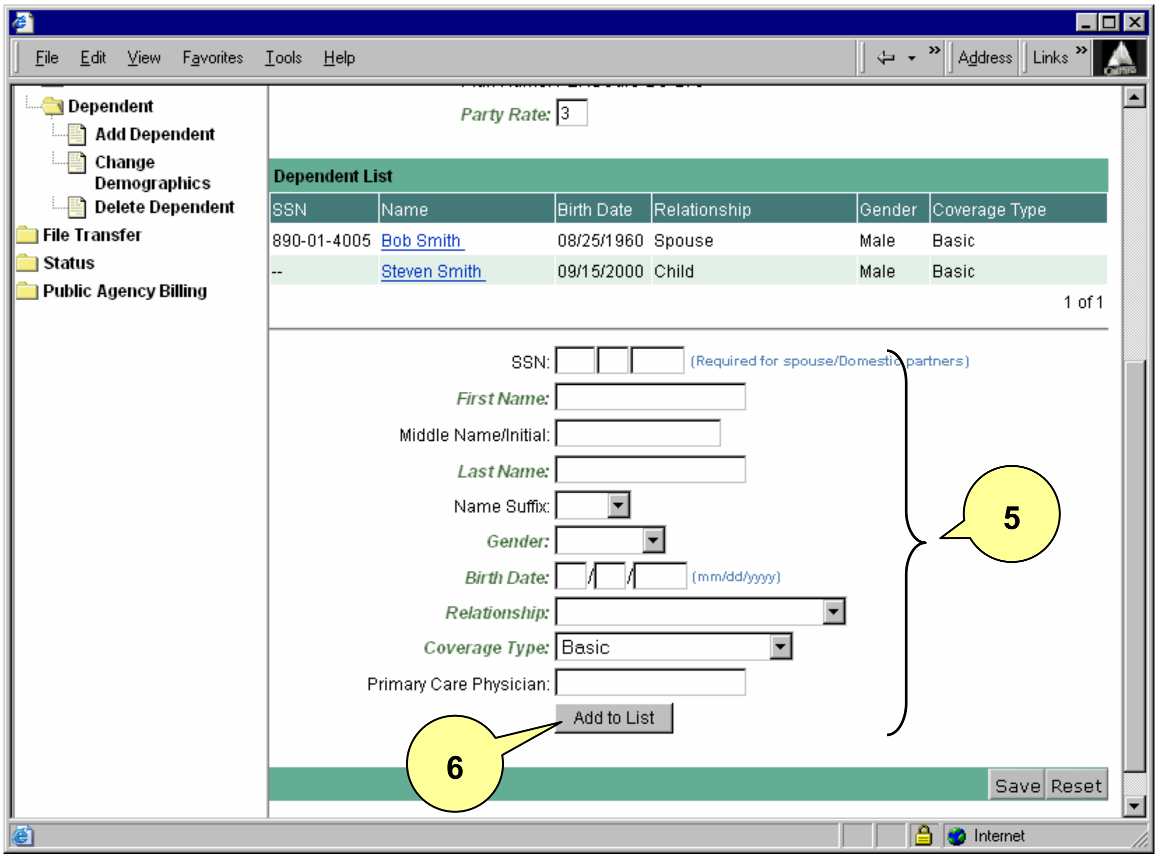
This screen is used to add dependents for a Health Participant.

1. Open the Internet Forms folder on the Navigation List, select the **Dependent** folder and click on **Add Dependent**.
2. Enter the Participant's SSN and click **Get Data**.



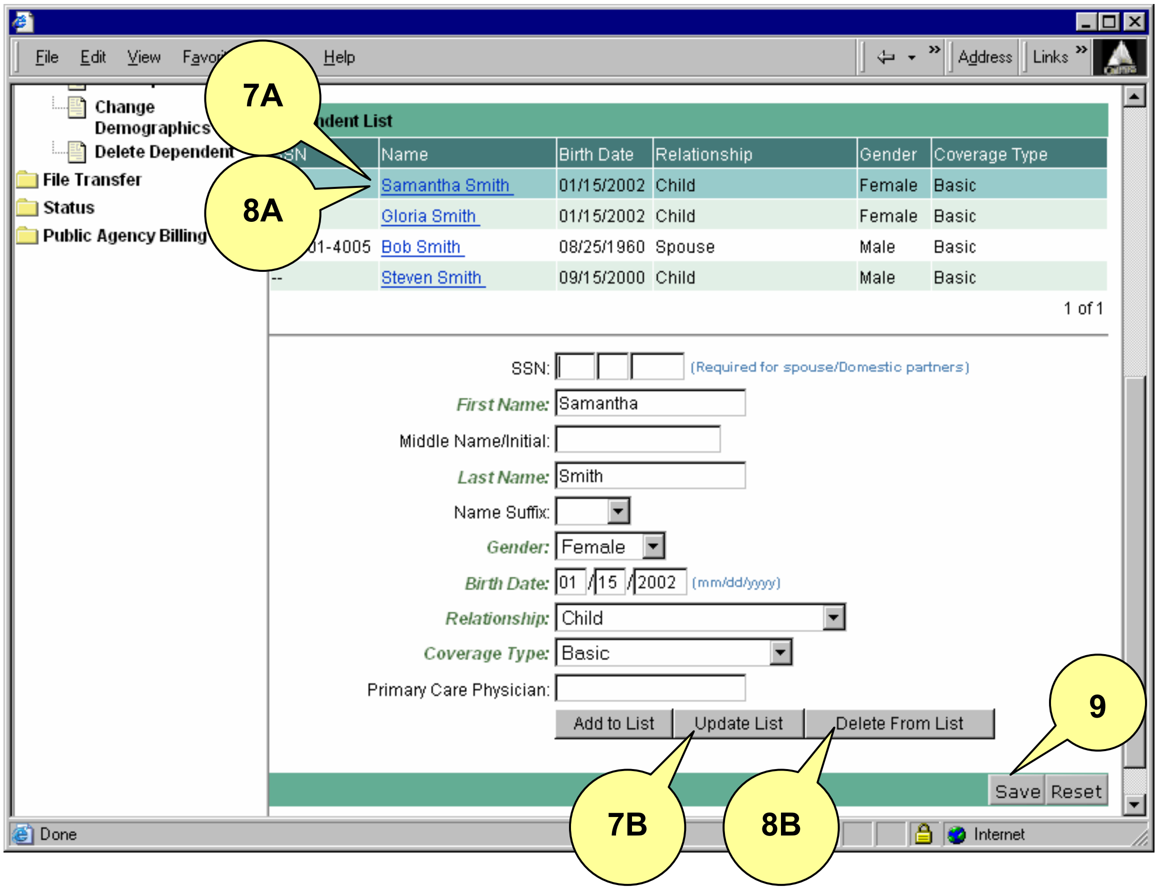
3. Participant's name, birth date, organization (agency), any existing dependents appear. Current dependent information includes:
   - SSN
   - Name
   - Birth Date
   - Relationship
   - Gender
   - Coverage Type
4. Enter health event information (*green/bold/italics* fields are required):
   - ***Health Event Reason***
   - ***Event Date***

- ***HBO Received Date***
- ***Health Event Effective Date***
- Plan Name. This is not a changeable field.
- ***Party Rate.*** Defaults to current party rate on file. See Glossary or on-line Help for definition.



5. Scroll to the **Add Dependent Transaction List** and enter dependent information (***green/bold/italics*** fields are required):
   - ***SSN*** (Required for spouse/domestic partner. Users are encouraged to enter SSNs for all dependents, if possible).
   - ***First Name***
   - Middle Name/Initial
   - ***Last Name***
   - Name Suffix
   - ***Gender***
   - ***Birth Date***
   - ***Relationship***
   - ***Coverage Type.*** The default is Basic.
   - Primary Care Physician
6. Click **Add to List** (Note: If this Step is skipped, dependent information will not be sent to CalPERS for processing).

- If this is the only dependent to be added, go to Step 9.
- To add additional dependents, repeat Steps 5 and 6. To make changes to dependent information, go to Step 7.
- To delete a dependent, go to Step 8.



7. To make changes to a dependent just added (but before you have saved):
   A. Click on the dependent name.
   B. When the dependent's information appears, make desired changes and click **Update List**. When you are satisfied with the list of dependents and their information, go to Step 9.

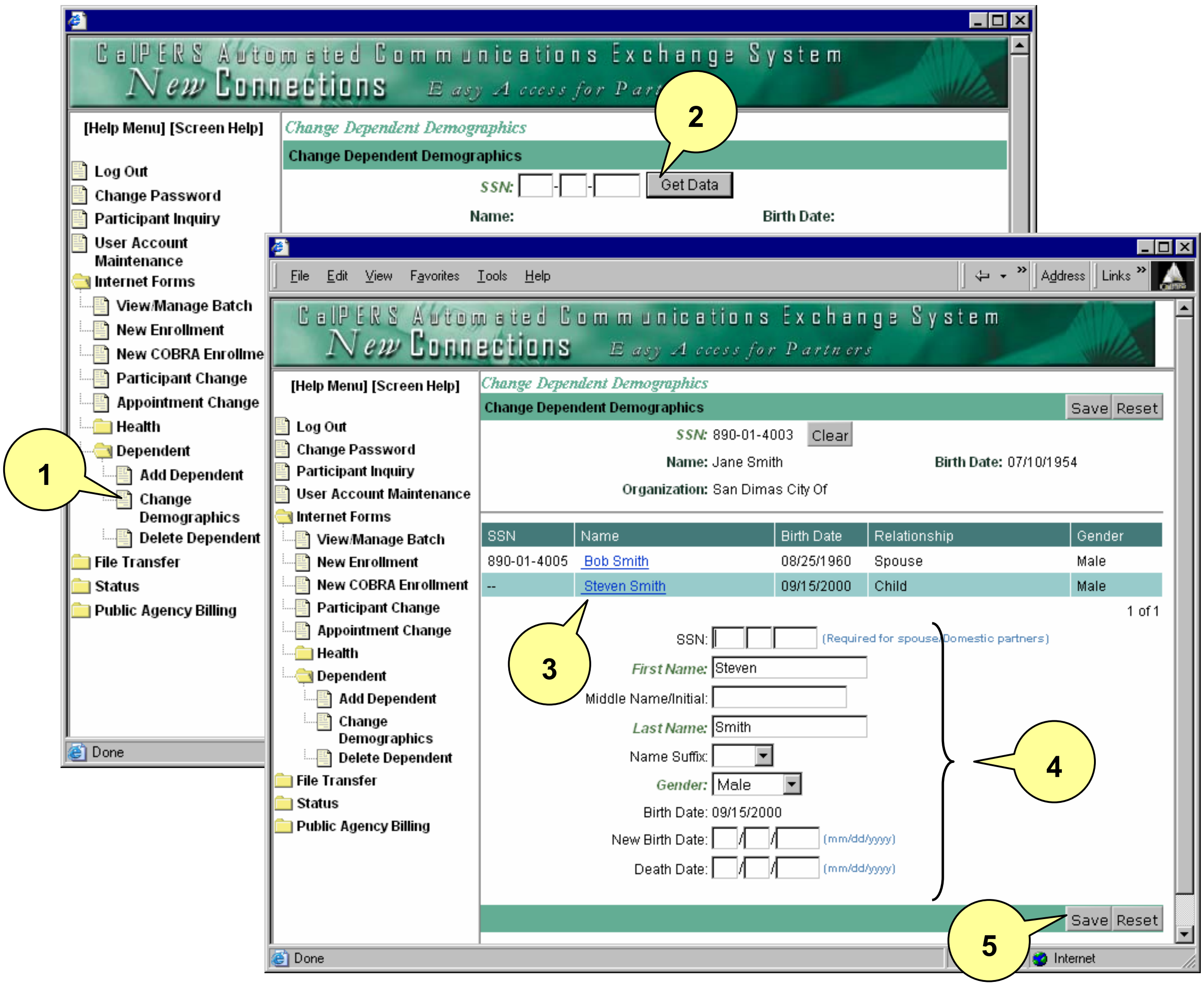
8. To delete a dependent previously added (but before you have saved):
   A. Click on the dependent name.
   B. When the dependent's information appears, click **Delete From List**. When you are satisfied with the list of dependents and their information, go to Step 9.

9. When all adds/changes/deletes are completed, click **Save**.

Change Demographics

Use this screen to submit a change to demographic information or to add a social security number for a previously enrolled dependent.

1. Open the Internet Forms folder on the **Navigation List**, select the **Dependent** folder and click on **Change Demographics**.



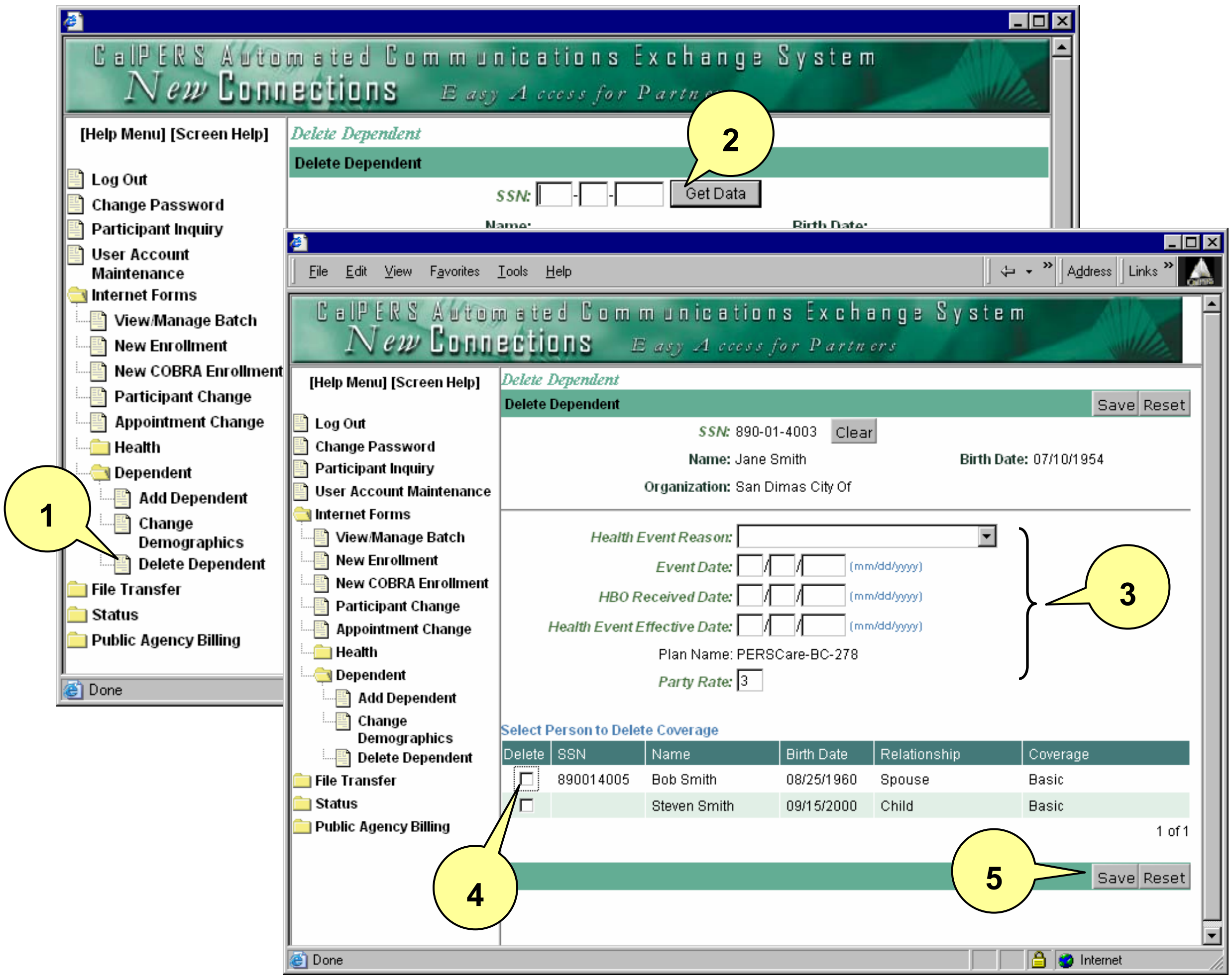
2. Enter the Participant's SSN and click **Get Data**.
3. The Participant's name, birth date, and organization (agency) appears. Click on the dependent name. This displays existing dependent information.
4. Enter new information.
5. Click **Save**.

Don't forget to submit your batch via View/Manage Batch!

Delete Dependent

Use this screen to delete a dependent from a Participant's Health enrollment.

1. Open the Internet Forms folder on the Navigation List, select the **Dependent** folder and click on **Delete Dependent**.
2. Enter the Participant's SSN, and click **Get Data**.



3. Enter health event information (*green/bold/italics* are required fields):
   - ***Health Event Reason***
   - ***Event Date***
   - ***HBO Received Date***
   - ***Health Event Effective Date***
   - Plan Name. This is not a changeable field.
   - ***Party Rate***. Populates with the current party rate on file. See Glossary or on-line Help for definition.
4. Click the check box next to the dependent to be deleted.
5. Click **Save**.

Don't forget to submit your batch via View/Manage Batch!

Restoring a Deleted Dependent

If you delete a dependent in error and you have already saved the transaction, complete the following steps to restore the dependent.

1. From the Internet Forms folder on the Navigation List, select **View /Manage Batch**.
2. Click on the Tracking ID of the batch containing the deleted dependent transaction.
3. Locate the Participant whose dependent was deleted in error. Click on the Trans. No..
4. When the information for the deleted dependent transaction appears, click **Delete**. A confirmation for the request to delete appears. Click **Yes**. Essentially, you have "deleted the delete transaction," and the dependent is restored.

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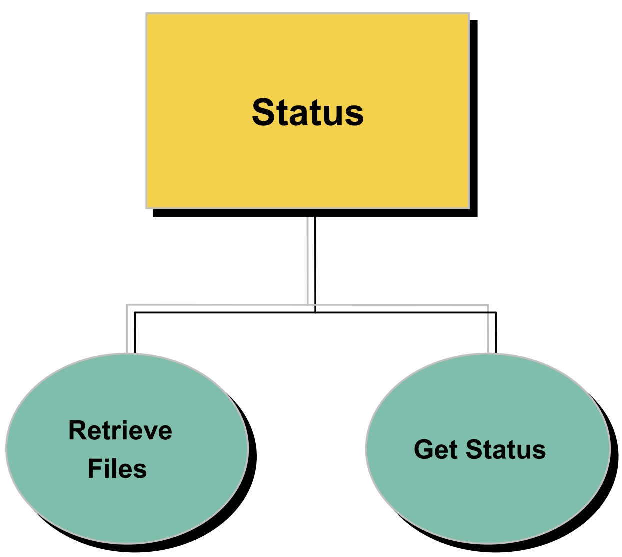
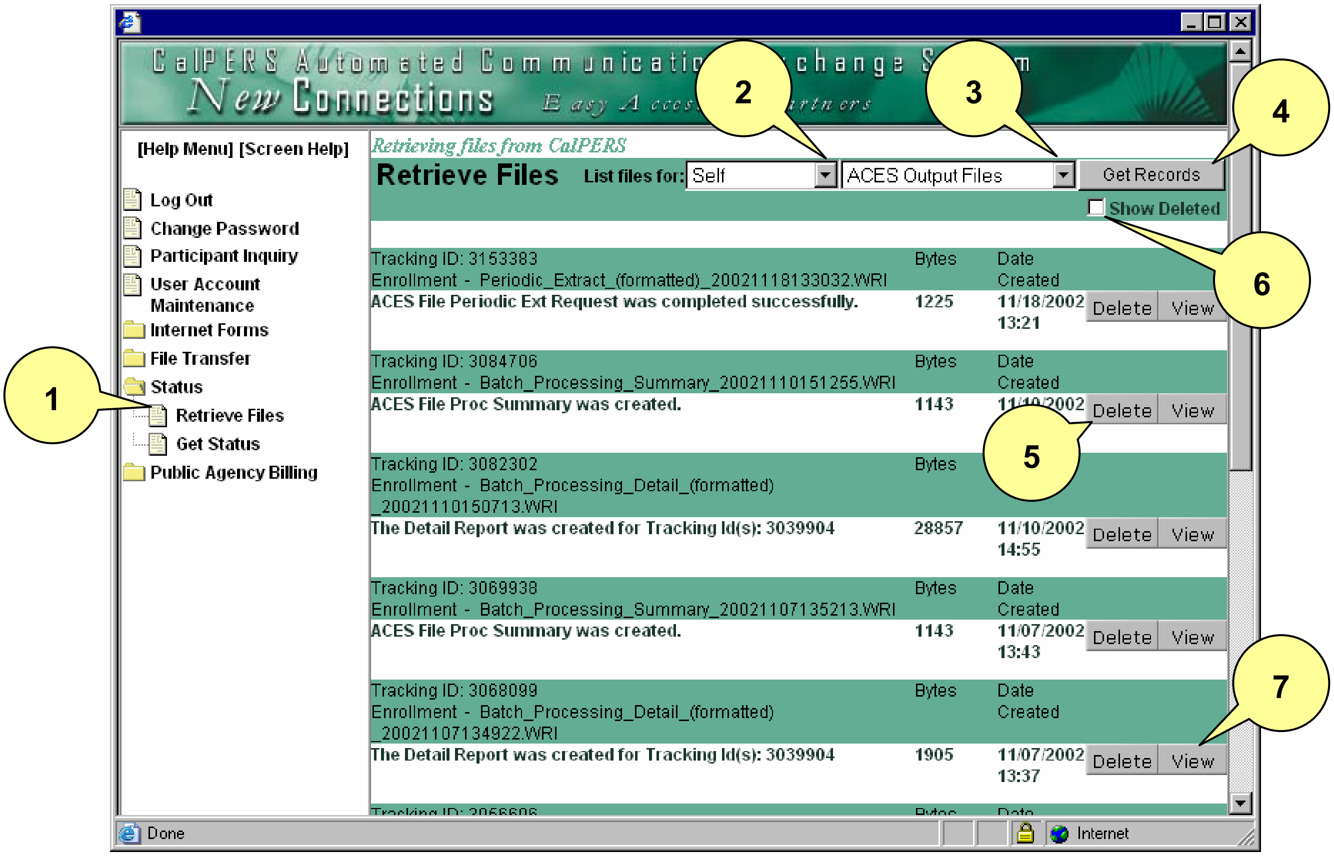
STATUS

The Status function allows you to request and receive information about transactions that you or your co-workers have submitted to ACES through File Transfer, Internet Forms, or User Account Maintenance. Status provides information about ACES-generated error files and reports (**Retrieve Files**) and about employer-generated data files and report requests (**Get Status**).

1. **Retrieve Files** gives you the ability to do the following:
   - View and/or save ACES output reports and organization-submitted reports that you or someone within your organization initiated (sent to CalPERS for processing).
   - Delete such reports.
2. **Get Status** allows you to track files you or your peers have transmitted to CalPERS. ACES records a complete "event" history for all files it receives from employers. The Get Status function provides information specific to events, such as the date, file type, status, file size in bytes, username and tracking ID. File histories can be viewed in two ways:
   - Files initiated by the user
   - Files initiated by their peers



Retrieve Files



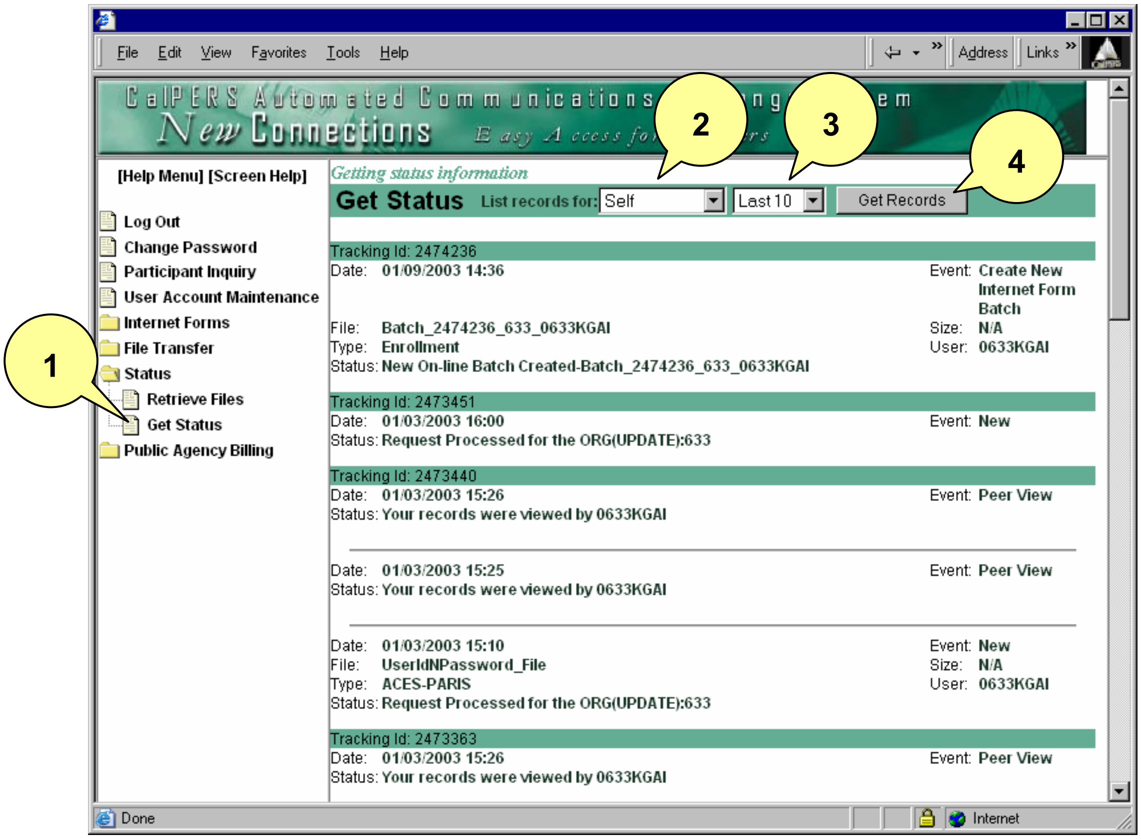
1. Select **Retrieve Files** from the **Status** folder on the Navigation List.
2. At the drop-down menu **Select Files For**, choose **Self** (the current user), **Organization** (the employer or agency), or another specific username. You are limited to the type of files available for viewing depending on the user or group you select:
   - **Self**: You can view ACES output files and files submitted by your organization.
   - **Organization**: You can view only ACES Output Files.
   - **Peer**: You can view only ACES output files.
3. From the second drop-down menu, select the type of file you want to view. You can choose either ACES Output files or Agency-Submitted Files.
   - **ACES output files**: These are Health and Membership transaction reports that ACES provides to employers, such as error reports, summary reports, successful transaction reports, and periodic extracts. (Output files are not currently available for Payroll.)
   - **Agency-submitted files**: Summaries of transactions submitted to ACES.

4. Click **Get Records**. ACES displays a list of files matching the criteria selected.
5. To delete a specific file, click **Delete** next to that file. A delete confirmation message is provided. Select **OK** to continue the action or **Cancel** to cancel the delete request.
6. Optional: Choose **Show Deleted** at any time to display and list previously deleted files. ***Note: Reports are only deleted from view; they are still available for retrieval via the Show Deleted button until they are purged from the system by CalPERS every 45 days***.
7. To view a specific file, click **View** next to that file. The File Download dialog box appears. Choose either Open this file from its current location or Save this file to disk then click **OK**.
   - If you select **Open this file from its current location**, the file opens immediately on-line.
   - If you select **Save this file to disk**, the Save As dialog box appears. Select the local directory in which you want to save the file. To view the saved file, open it from the local directory.

Get Status

The **Get Status** function provides information specific to events, such as date, file type, status, file size in bytes, username, and tracking ID. File histories can be viewed in two ways:

- Files initiated by the user
- Files initiated by their organization



1. From the **Status** folder on the Navigation List, select **Get Status**.
2. From the drop-down menu to the right of **List Records For**, choose **Self** (the current user), **Organization** (the employer or agency), or **Peer** (user-designated co-workers within the organization). You are limited to the type of files available for viewing depending on the user or group you select:
    - **Self**: View all File Transfer, Internet Forms, and User Account Maintenance transmissions, statuses, and report requests submitted to CalPERS that you initiated. You can also cancel any transmission that has not been processed.
    - **Organization**: View all File Transfer, Internet Forms and User Account Maintenance transmissions, status, and report requests submitted to CalPERS that users within your organization have initiated. You can also cancel any transmission that has not been processed.

- **Peer**: View all File Transfer, Internet Forms, and User Account Maintenance transmissions, statuses, and report requests submitted to CalPERS that were initiated by the specific peer selected. However, you cannot cancel transmissions submitted by your peers.

3. Select view type:
   - **Last 10 transmissions**
   - **All transmissions**
   - **Specific transmission by tracking ID**
4. Click **Get Records**. The files and current statuses for the selected user are displayed. The following information is provided:
   - Unique identifier (tracking ID)
   - Date and time message was received
   - Event
   - Status

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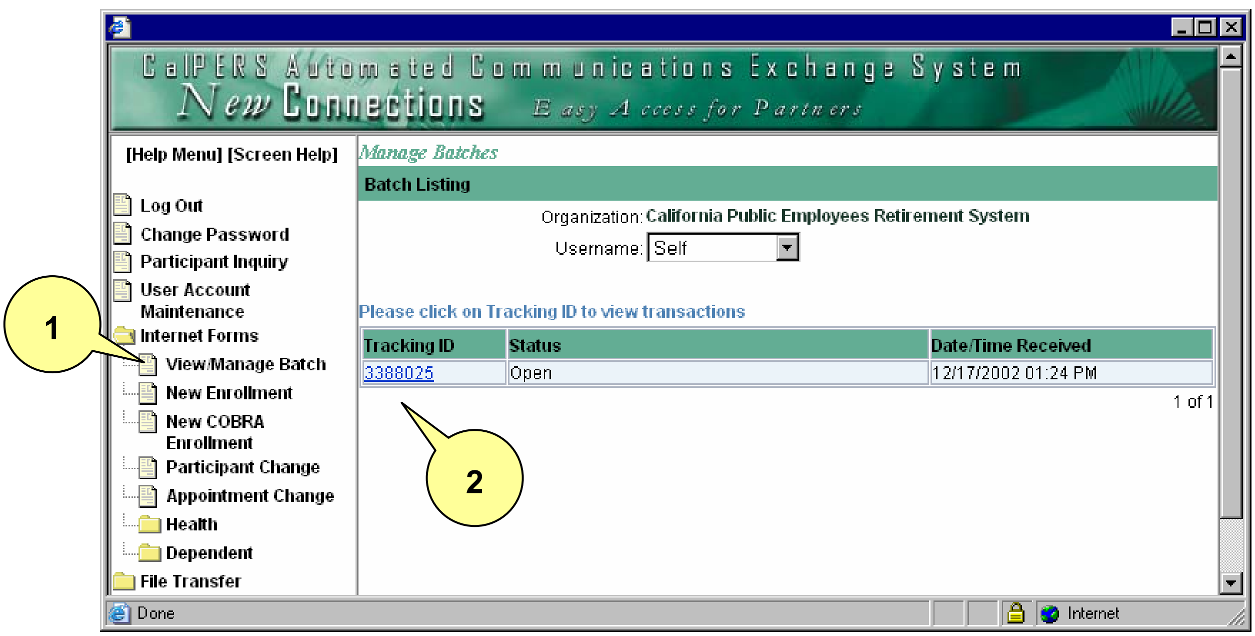
ERROR CORRECTION PROCESS

The following provides information regarding the error correction process. In this section you can reference how to:

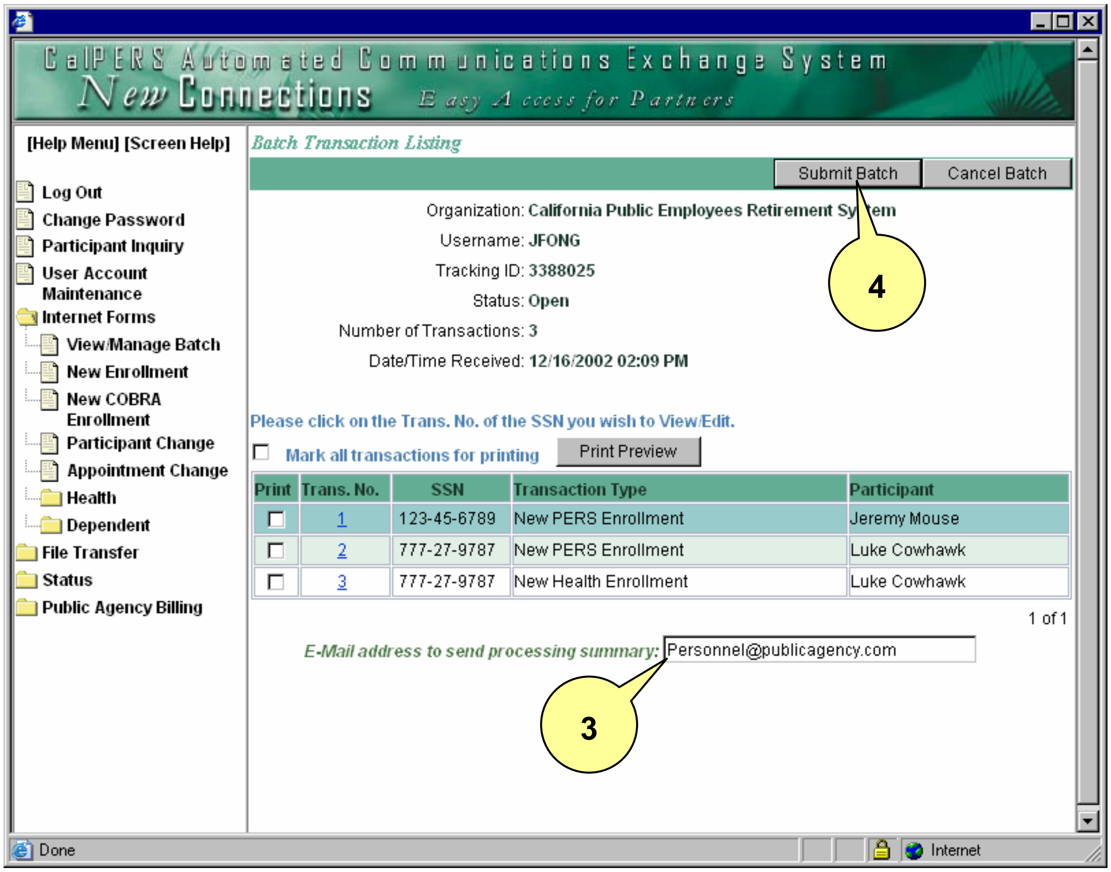
- Submit batches.
- Retrieve reports (information on the transactions you've submitted).
- Correct agency errors.
- Read your Detail Report, reference common messages received, and determine how to resolve them.

Submitting a Batch

1. Select **View /Manage Batch** from the Internet Forms folder on the Navigation List.
2. Click on the Tracking ID next to the batch you want to submit for processing.



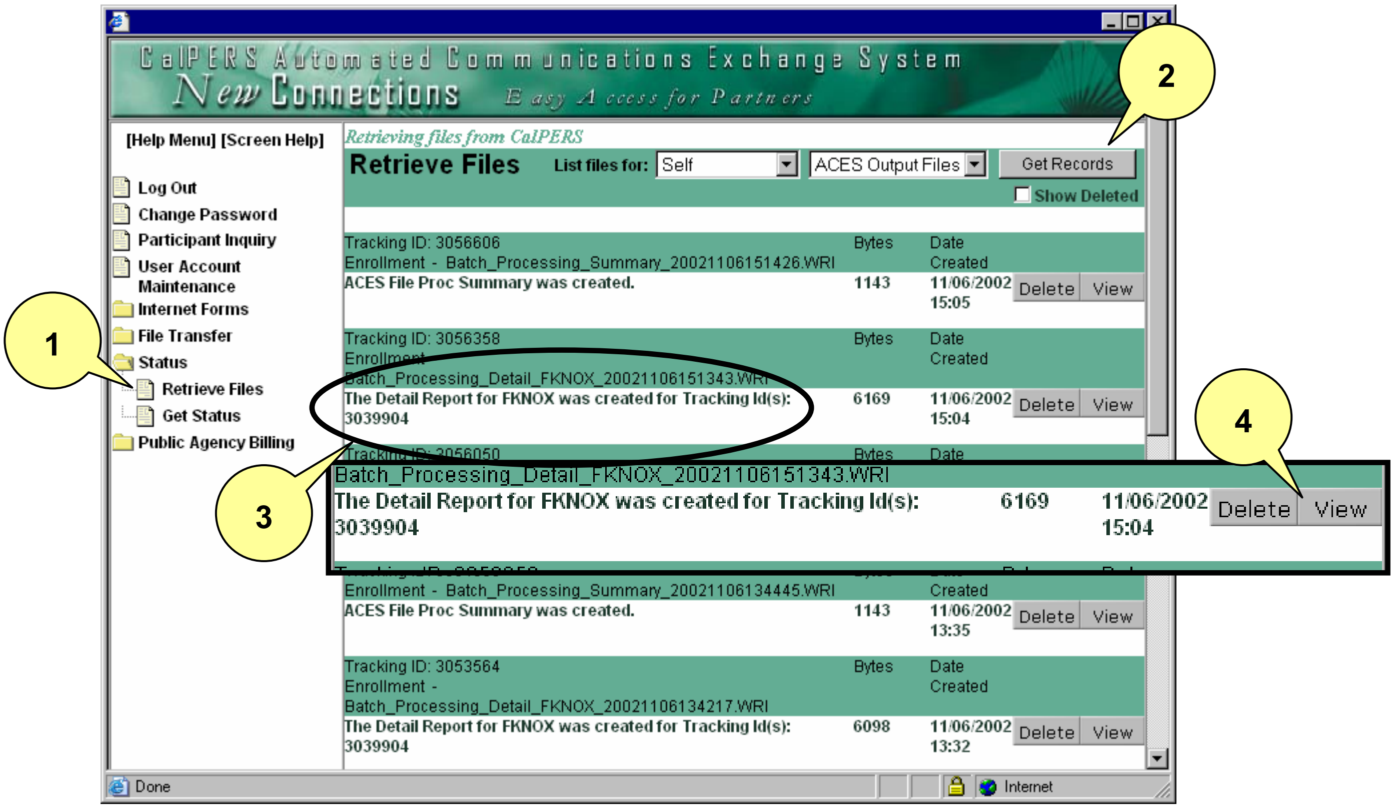
3. Verify your e-mail address.
4. Click **Submit Batch**.



5. The Batch Confirmation page will appear indicating that the batch was successfully submitted to CalPERS. If you submitted your health/membership transactions before 3:00 p.m. on a weekday, you will receive an e-mail notification with your Summary Report.

Retrieving Files (Reports)

1. Open the Status folder, and click **Retrieve Files**.
2. Click **Get Records**.
3. Find the Detail Report for your Username and Tracking ID (batch) submitted.
4. Click **View** and print the Detail Report.

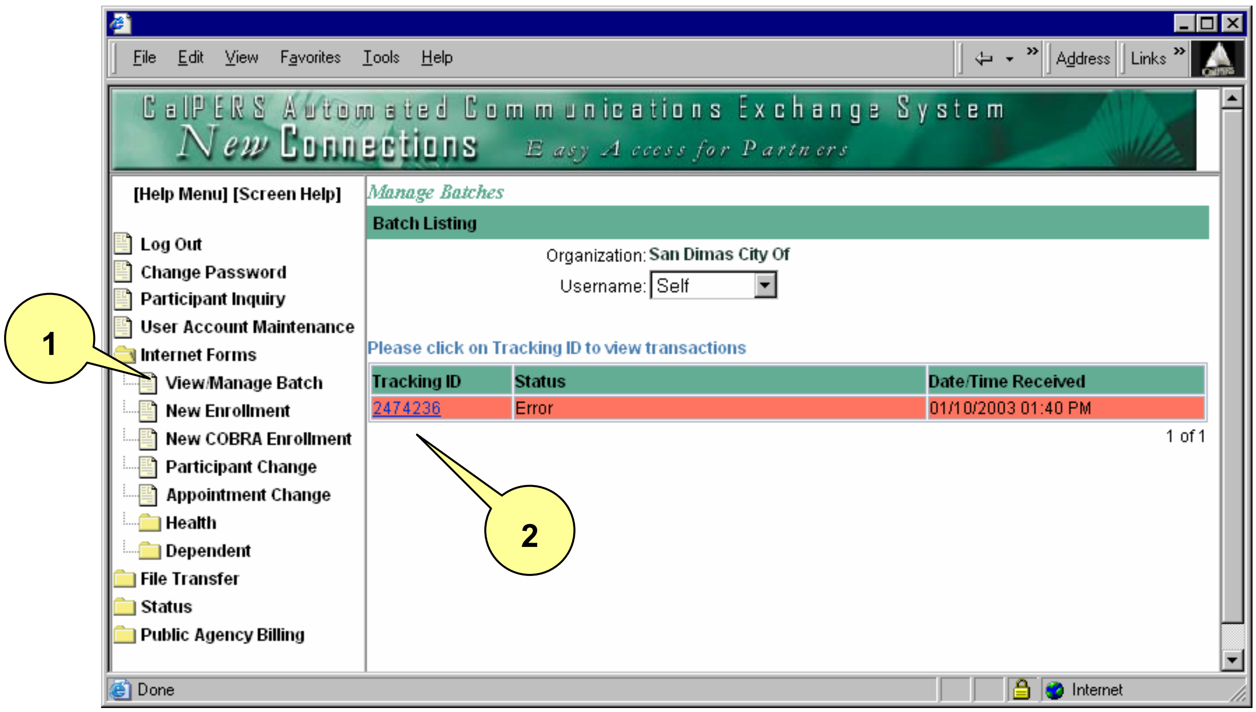


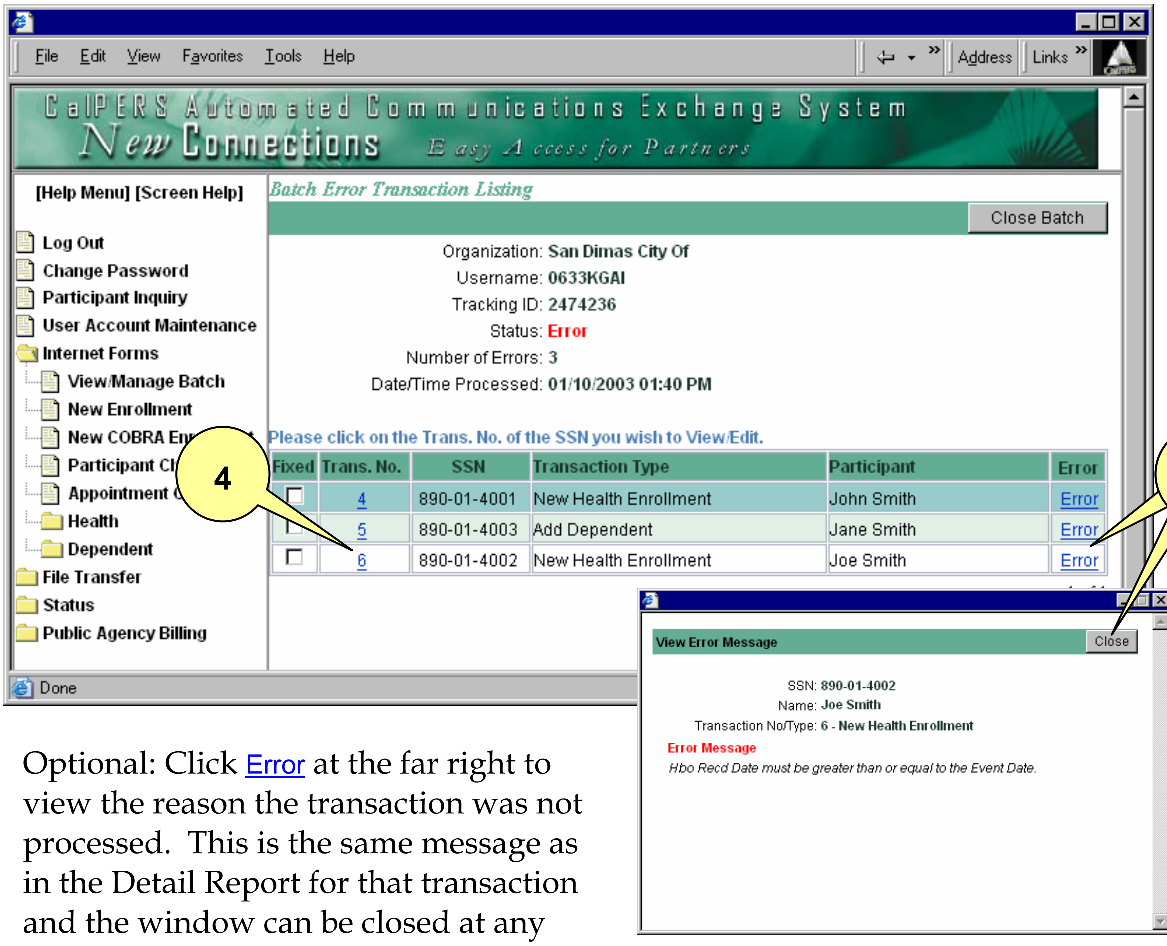
NOTE: If the Detail Report indicates there were Agency Errors, you must correct these transactions and submit them to CalPERS for reprocessing.

Correcting Agency Errors

Employers are responsible for correcting all agency errors. The following process describes how to retrieve errors and submit corrections.

1. Open the Internet Forms folder and click on **View /Manage Batch**.
2. Batch(es) with Agency Errors indicated with the **Error** status. Click the Tracking ID next to the batch that requires correction. The transactions with a status of "Agency Error" will be displayed.

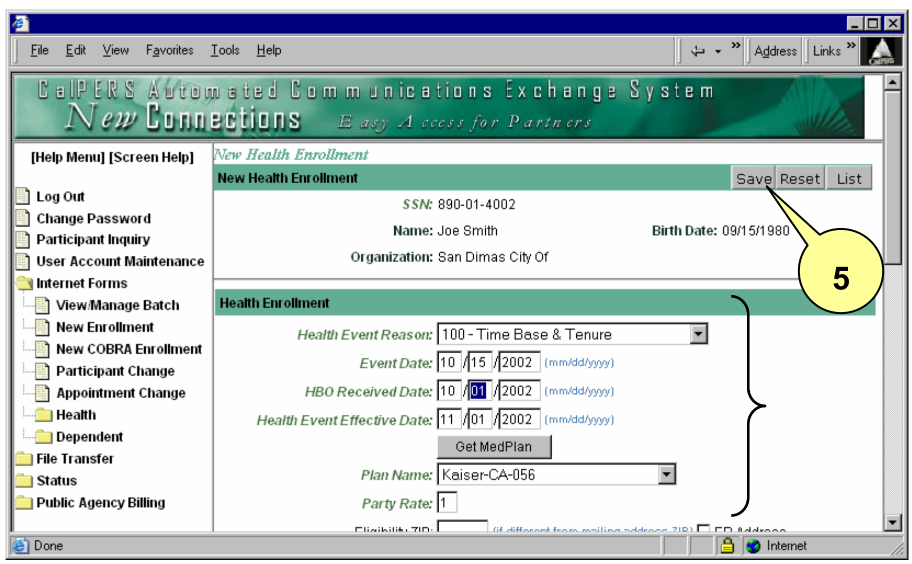


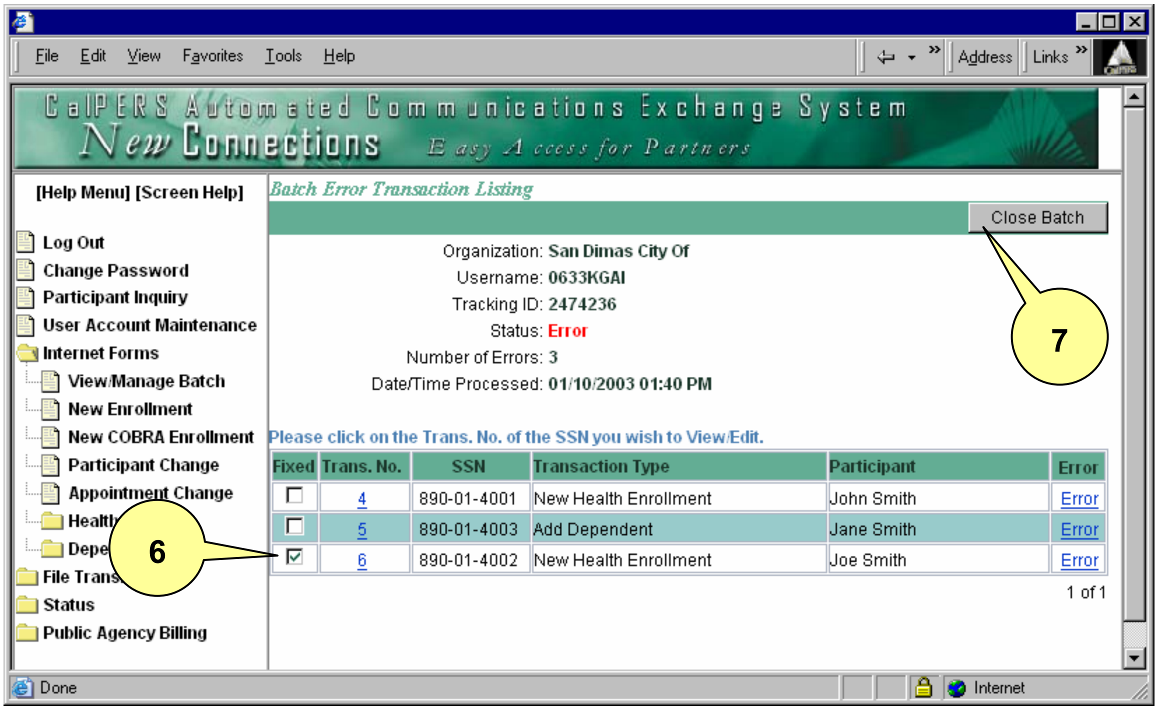


3. Optional: Click Error at the far right to view the reason the transaction was not processed. This is the same message as in the Detail Report for that transaction and the window can be closed at any time.

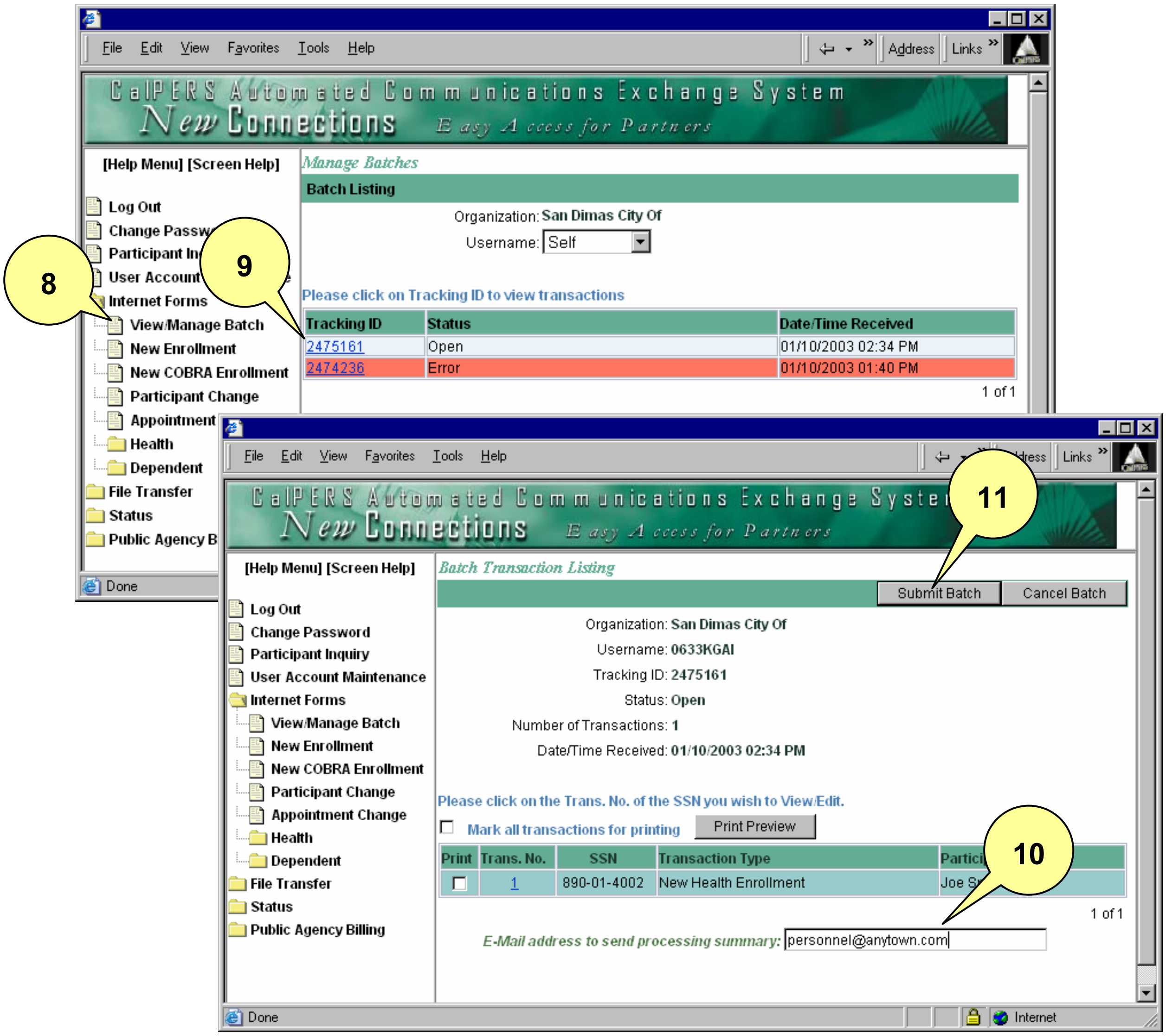
4. Click the Trans. No. of the transaction to be corrected. The transaction will appear as originally keyed.

5. Make the appropriate correction and **Save** the transaction.





6. This transaction will now be checked as "fixed" in your ***Batch Error Transaction Listing*** and the corrected transaction will be assigned a new batch number.
   Note: Transactions are not completed until the new batch is submitted.
7. When you have corrected all Agency Error transactions, the batch will close automatically. (**Exception**: Occasionally, there may be error messages that cannot be fixed. In these cases, the batch will not automatically close. You must click **Close Batch** to clear the list of errors).



8. Open the Internet Forms folder and click on **View /Manage Batch**.
9. Click the Tracking ID next to the "Open" batch containing the corrected transactions.
10. Enter your e-mail address, if necessary.
11. Click **Submit Batch**.

Summary & Detail Report Transaction Status Types

The ACES Processing Detail provides high level information on the status of your transactions. The following table lists status types/messages, their definitions, and resolution instructions. For a detailed report, go to the "Status" folder; select "Retrieve Files" and request detail for a specific batch.

Status Message	Status Type Abbreviation	Definition	Resolution
Successfully Applied	SA	Batch was run, transaction was executed and applied.	None.
Agency Error	AE	The agency is not allowed to submit the requested transaction, OR The agency created a transaction with incomplete or invalid data	Review Detail Report and correct problem per the message provided.
Completed	C	A CalPERS technician resubmitted a transaction that was identified for review or correction by CalPERS.	None.
PERS Rtry	PR	Participant was identified by the CalPERS system as a PERS member, a health transaction was submitted, but no appointment was on file for the Participant. The transaction is flagged as "PERS Retry" to note that there is no appointment.	When an appointment is applied for the Participant requested, the transaction will be picked up in the next batch. Check the transaction status in 2-3 days after receipt of the PERS Retry status. If the transaction has not been applied after 3 days, call (888) CalPERS (225-7377) for assistance.
Non-PERS Rtry	NR	Same as PERS Retry except the employer is a Non-PERS Participant.	Same as PERS Retry.
COBRA Rtry	CR	A CalPERS technician must review the transaction requested. Depending upon the technician's analysis of the transaction, it can be denied or completed.	If the transaction is approved, the technician completes and updates the transaction through the CalPERS system. The Detail Report will show a completed status. If the transaction is denied, the Summary Report will reflect a denied status.

Status Message	Status Type Abbreviation	Definition	Resolution
Manual Correction	MC	A CalPERS technician must review the transaction requested. Depending upon the technician's analysis of the transaction, it can be denied or completed. *NOTE: Generally, Manual Corrections require some processing time. Please check the Detail Report for the results of this transaction a day or two after you submitted your batch.	If the transaction is approved, the technician completes and updates the transaction through the CalPERS system. The Detail Report will show a completed status. If the transaction is denied, the Summary Report will reflect a denied status.
Duplicate	Dup	A transaction was submitted that matched information CalPERS previously had on record.	None.
Denied	D	The CalPERS technician determined that the transaction submitted cannot be processed or approved due to discrepancies or non-compliance to laws, procedures, and/or rules/ regulations.	None.
Informational	I	Transaction processed, but data may have changed from what was originally keyed. The system derived different data based on the CalPERS business rules (e.g., effective dates, party rates) OR Gives information to the user of historical data on file and new data that replaced it.	None.

Health—Internet Forms: Common Transaction Status Messages

The following table lists common examples of batch messages for Health—Internet Forms. For questions regarding Health related messages, please call (888) CalPERS (225-7377).

Status Type Abbreviation	Message	Description	Resolution
AE	Subscriber already covered with the agency as-of the transaction record effective date.	Subscriber is already covered by agency.	Verify if this transaction is a duplicate of a prior transaction or if the coverage should have been cancelled.
AE	HBO Received Date must be greater than or equal to the Event Date	HBO Received Date submitted is prior to the Permitting Event Date.	Correct the signature date to be the same as or later than the event date.
AE	Subscriber is trying to enroll in a health plan outside his/her service area. Or, a plan rollover to an active health plan must be processed before completing this transaction.	Possible reasons for errors: • The plan selected is not available in that area, • Another Health Event occurred since the effective date of the submitted transaction, or • A rollover may be needed.	Verify the Health Plan selected is available. If the health plan is not available, select another Health Plan and resubmit the transaction to CalPERS for processing. If the plan is available in the subscriber's area, verify through Participant Inquiry whether another event occurred since the effective date entered in this transaction. If so, contact CalPERS for assistance. If no other event occurred and the health plan is available in the member's service area, contact CalPERS to report the problem.
AE	The Subscriber already has a Spouse on file. Only one Spouse may be associated to the subscriber.	User attempted to add a Spouse and the system already has a Spouse on file.	Delete ex-spouse using Delete Dependent function. Submit transaction. After deletion is reflected, add the correct spouse and resubmit transaction.
MC	Health Event Reason Code designated for Manual Processing.	The Health Event Reason Code entered must be manually processed by CalPERS. This includes any COBRA or Medicare Enrollment.	No employer action. CalPERS will manually process this transaction and change the status to Completed. When the status has been updated, you will receive confirmation of the completed transaction on a future Detail Report.

Status Type Abbreviation	Message	Description	Resolution
MC	Could not determine the medical group for the incoming orgID.	Medical Group is derived, but the values provided did not match COMET medical group.	No employer action. Employer does not have a contract with the medical group that was submitted. CalPERS staff will contact the employer to validate the correct medical group.
MC	Individual is already covered on effective date.	User attempted to add health coverage, but the subscriber or dependent is currently reflecting a status of "covered" under another coverage group.	No employer action. CalPERS will research the problem and contact the employer if there are any questions. When the status has been updated, you will receive a new transaction status on a future Detail Report. The transaction may be denied or completed depending upon research results.
MC	The dependent was not found using the agency SSN (Agency submitted: XXX-XX-XXXX).	The Dependent could not be found using the SSN entered by employer.	No employer action. CalPERS will research the transaction. The dependent may be in the system without an SSN. If the name and birth date match the dependent in COMET the dependent's SSN will be added. The status will be changed to Completed or re-submitted and the transaction will be processed by the next ACES batch. If the SSN does not match, the transaction will be denied.
MC	Subscriber is not covered by designated agency.	Agency submitted Change Plan, Change Premium Payment, Add Dependent (or any health modifying transaction), but coverage found for the subscriber was qualified through an appointment that is with another agency.	No employer action. CalPERS will research the health enrollment and attach it to the correct employer. The status will be changed to Completed. When the status has been updated, you will receive confirmation of the completed transaction on a future Detail Report.

Status Type Abbreviation	Message	Description	Resolution
MC	The birth date on the dependent with SSN (XXX-XX-XXXX) was (mm/dd/yyyy), but COMET has a birth date of (mm/dd/yyyy).	A discrepancy exists between the dependents' birth date on the transaction versus what exists on COMET.	No employer action. CalPERS will contact the employer to validate the date of birth and manually update the transaction. Status will be changed to Completed. When the status has been updated, you will receive confirmation of the completed transaction on a future detail report.
SA	COMET will use an Effective Date of ___, but the agency submitted Effective Date of ___.	This message is provided if COMET derives an effective date that differs from the agency's date.	The effective date will differ from what was submitted on the transaction. The agency should validate which effective date is correct and contact the employee with the changes. If the original effective date provided by the agency should be used, contact CalPERS to correct the date on COMET. You will not be automatically notified of the correction in effective date. You can access Participant Inquiry the following day to confirm if the effective date was changed.
SA	Demographic information of ____ has been changed to ____.	Before and after information displayed upon successful demographic transaction.	No employer action.
C	Events have occurred on the account after the effective date entered.	Another transaction with a later effective date was already applied to the system.	Using Participant Inquiry research the transactions that have been applied to the system since the transaction effective date. Determine if this transaction still requires processing based upon the events found in Participant Inquiry. You may also contact for assistance on manually processing this transaction.
I	The COMET address has been changed from (__ to __).	The address on the system was changed to reflect the new address entered.	No employer action. The database will save the new address submitted in the transaction.

Membership—Internet Forms: Transaction Status Messages

The following table lists common examples of batch messages for Membership. Transaction statuses noted with *, are unique to File Transfer employers. For questions regarding Membership related messages, please call (888) CalPERS (225-7377).

Status Type Abbreviation	Message	Description	Resolution
AE	A technical problem occurred and the transaction was not processed; call the Employer Contact Center to report this.	N/A	See error message received with this message for instructions on resolving this error. Contact CalPERS to report the problem if further assistance is needed.
AE	You cannot change the Effective date of ______ to ______ without changing at least one other field. If Effective Date must be corrected, call the Employer Contact Center.	Changing an effective date must be done in conjunction with changing another field.	Only CalPERS can correct Effective Date. Contact CalPERS if a correction in the effective date is needed. Otherwise, change another field (e.g., Coverage group, etc) and resubmit the transaction.
AE	Appointments cannot be entered if the Effective Date is more than three years prior to the current date.	Effective date entered was more than three years old.	If Effective Date is incorrect, resubmit correction. Contact CalPERS if the Effective Date to be corrected is older than 3 years.
AE	Appointment Start Date cannot be earlier than or equal to the Participant's Permanent Separation Date.	Appointment start date must be after Permanent Separation date.	Recheck the Effective Date and resubmit if necessary.
AE	The Participant was permanently separated from the designated agency on (mm/dd/yyyy). No further appointment changes can be applied to this appointment after this date. Contact the Employer Contact Center if this information is incorrect.	User attempted a Change Appointment transaction for a Participant that was Permanently Separated from the agency that submitted the request for the change.	Recheck the Effective Date of the transaction submitted, and correct and resubmit it if appropriate. Otherwise, call CalPERS to enter this transaction.
MC	Appointment may have been deleted or a possible system error exists; call the Employer Contact Center to report this.	N/A	No employer action. A CalPERS technician will review the transaction and, if necessary, contact the agency to confirm the appointment.

MC	As-of the Effective Date of _____, this Participant has more than one appointment with this employer; the system cannot identify the appropriate appointment, so the "change" transaction cannot be applied.	There was a duplicate appointment that caused the transaction to not be applied.	No employer action. CalPERS technician will research this appointment. If this is a duplicate transaction, it will be denied. Otherwise, the transaction will be applied to the appropriate appointment.
I	The COMET address has been changed from (_____) to (_______).	N/A	No employer action. The database will save the new address submitted in the transaction.

PARTICIPANT INQUIRY

Participant Inquiry (PI) is an inquiry only function that contains Participant information extracted nightly from the CalPERS Health and Membership Database (COMET). This section is written for Carriers and Employers who use ACES to access information about Participants in a CalPERS Health and/or Retirement program.

Security Rules for Employers

Employers can access information as follows:

- Only the current Employer can view a Participant's Health and Membership record.
- Only the Employer from whom the Participant retired can view a Retiree's Health and Membership enrollment record.

Security Rules for Carriers

Carriers can access information as follows:

- Only the current Carrier can view all enrollment information.
- All other Carriers do not have access to address or dependent information for any enrollee who is not currently enrolled with them.

NOTE: All other Carriers includes, but is not limited to, a Carrier that previously provided health coverage for the Participant.

In implementing these rules, Participant Inquiry may not display all data. Keep these rules in mind if the user gets unexpected query results.

Participant Inquiry Features

As Of Date

The As Of Date determines the information that the system displays. The As Of Date defaults to today's date; however, data can also be retrieved "As Of" a different date (e.g., future or past dates). When the As Of Date is changed, the ONLY information that will change is in the Subscriber and Dependent tabs. This function works only if the current user is the current employer (or was the employer as of the date provided).
NOTE: Changing the As Of Date will not give the user Address or Dependent information unless the user is the current Carrier or Employer "As Of" the System Default Date.

Example: Does a dependent have coverage during August 6, 1999?

- Select the value in the "As Of Date" field's data-entry box so it's highlighted.
- Change the As Of Date to 08/06/1999 (mmddyyyy).
- Click **Get Data**.
- Click the Dependent Tab and the system will show you if that dependent was covered "As Of" the changed date.

Extract date /time field (located above the "Clear" button)

The extract date is the last business day that data was extracted from COMET. For example: if logging in on June 15th, the data displayed is from June 14th.

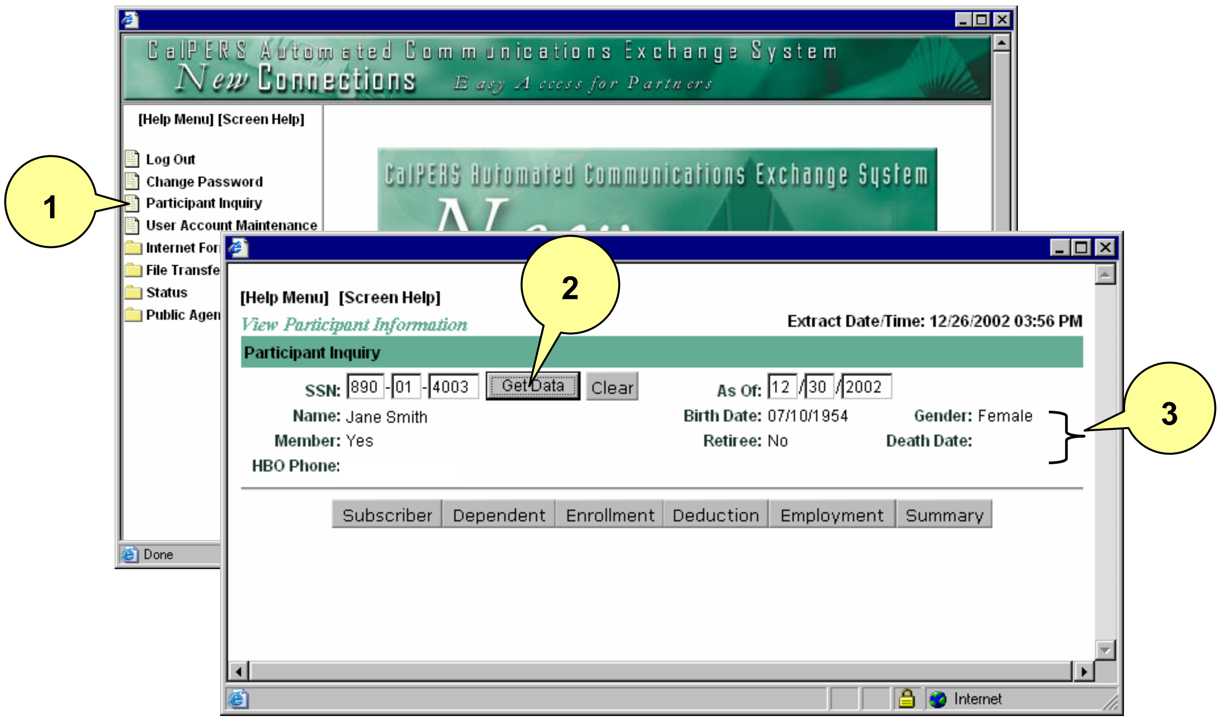
Notes Feature

General Notes – CalPERS staff have the ability to save notes to an employer, a health carrier, or internal staff. If a note was saved for a Participant, it will show as an icon in the header of PI. Click on the note icon and it will open a window that will display the note.

Notice 28 Notes – A Notice 28 is information that is sent to the employee about the change they are requesting. These notices are system generated. CalPERS staff have the ability to put an additional note on these notices. In the Enrollment Tab, an icon will show in the "Proc. Status" column of a transaction line. Click on the icon and it will open the note that was printed on the Notice 28.

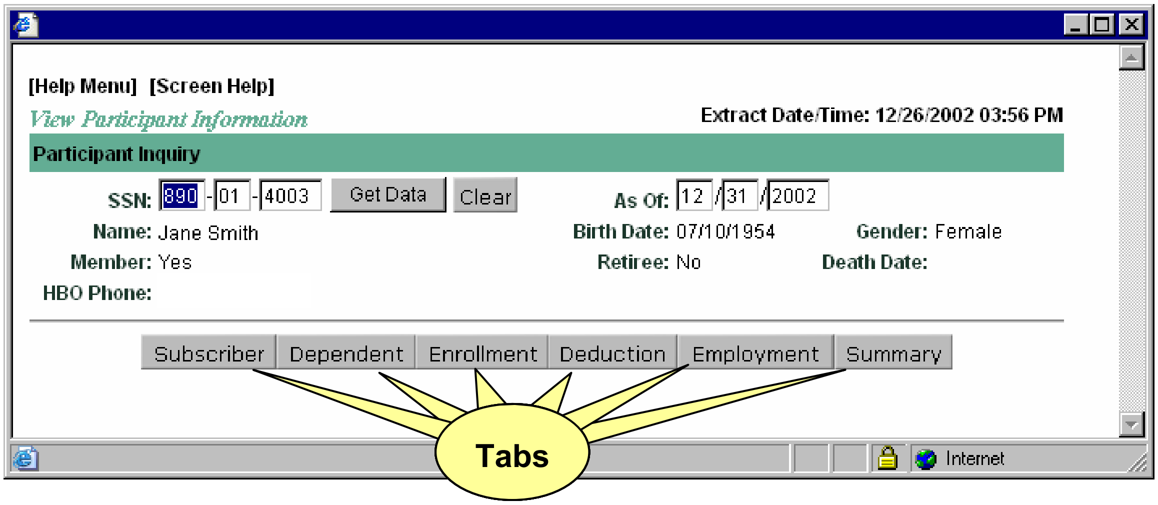
Accessing Participant Inquiry

1. Click on **Participant Inquiry**. A new window will appear.
2. Enter the Participant's SSN and click **Get Data**.
3. ACES will populate the View Participant Information screen with information in the Header: **Name**, **Birth Date**, **Gender**, **Member**, **Retiree, Death Date** and **HBO Phone.**



HEADER DEFINITIONS	
FIELD NAME	**DEFINITION**
Name	Name of the Participant whose Social Security Number appears in the "SSN" field
Birth Date	Participant's date of birth.
Gender	Participant's gender: male, female, or unknown.
Member	Is the Participant a member of CalPERS retirement? Yes or No. NOTE: A Participant who has retired or received a refund of contributions is no longer considered a member of CalPERS retirement.
Retiree	Is the Participant retired from CalPERS? Yes or No
Death Date	If applicable, the death date of Participant is displayed
Extract Date/Time (top of screen)	Date when PI was last updated. For more information, see "Special Features of the System"
SSN	Participant Social Security Number
As Of Date	See "Participant Inquiry Features"

If this is the correct Participant, click on one of the tabs listed below:



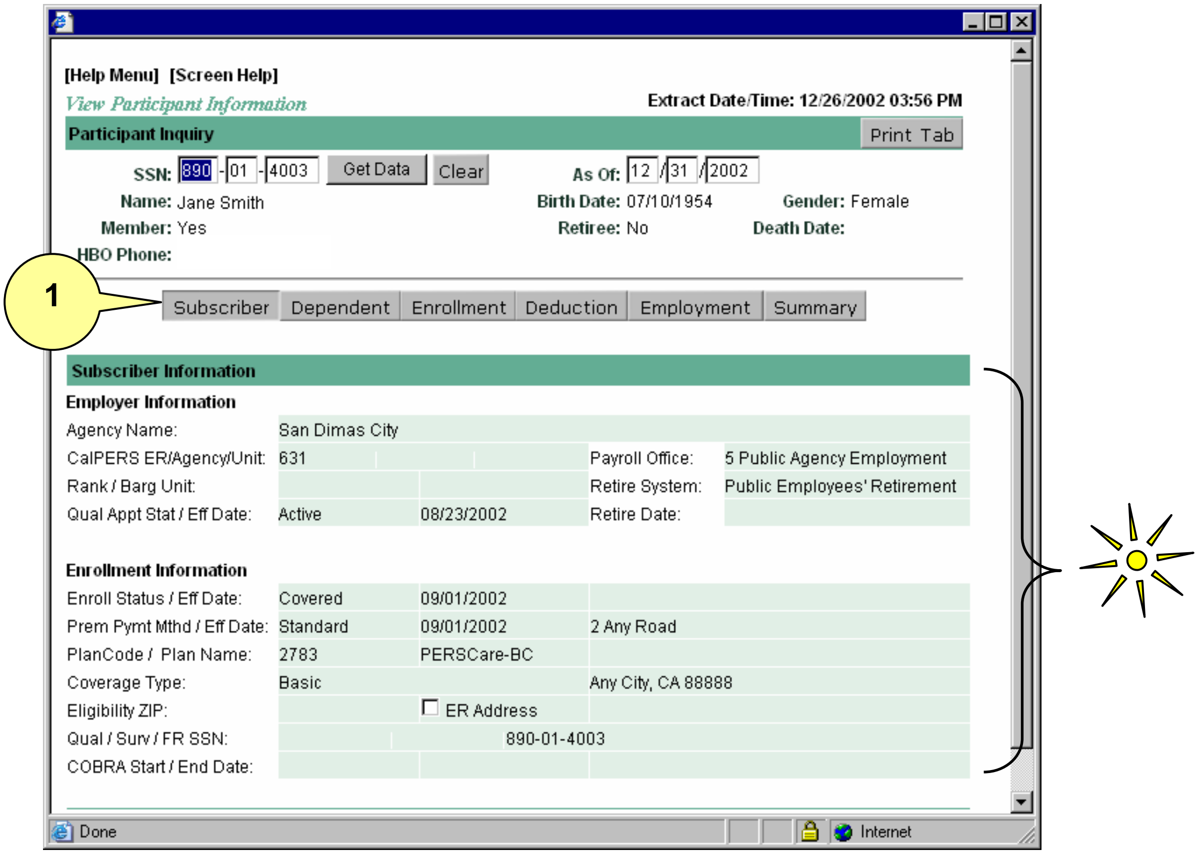
TAB DEFINITIONS	
INFORMATION TABS	DEFINITION
1. Subscriber	Displays details on Employer, Enrollment and Address information for the current employer.
2. Dependent	Lists the currently enrolled dependents for the selected Participant and shows additional details about each dependent including, if applicable, information on the dependent's disabled dependent certification.
3. Enrollment	Displays 36 months of enrollment history for the selected Participant.
4. Deduction	Displays 36 months of deduction history for the selected Participant.
5. Employment	Displays all employment associated with Membership and/or Health enrollment history. The information displays according to agency access rights.
6. Summary	General information about Participant

Employers who contract for health and membership will see tabs 1 through 6.
Employers who contract for membership only will see tabs 5 and 6.
Health Carriers will see tabs 1 through 4.

NOTE:
If information on these tabs is incorrect, please contact CalPERS' ERCC at (888) CalPERS (225-7377).

1. Subscriber Tab

The Subscriber Tab displays details on the participant's employer, health enrollment, and mailing address.



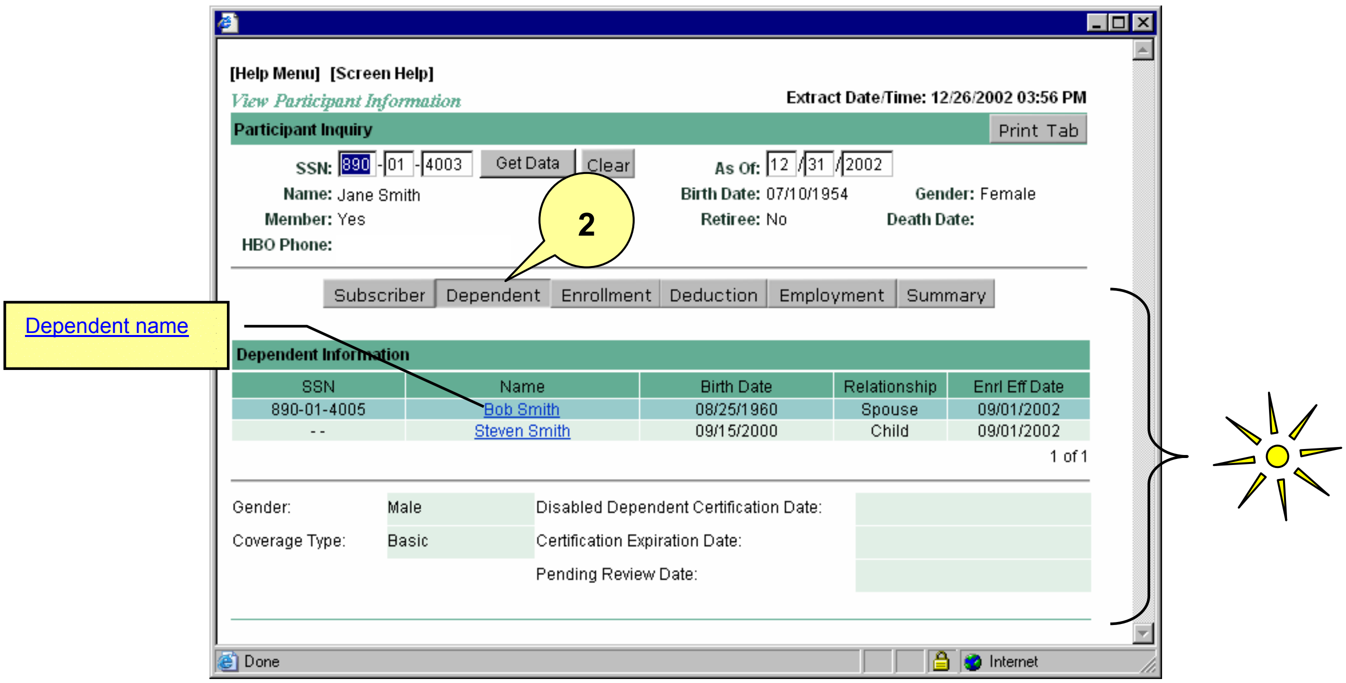
SUBSCRIBER TAB DEFINITIONS	
EMPLOYER INFORMATION	DEFINITION
Agency Name:	Name of the Participant's employer.
CalPERS ER/Agency/Unit:	**State Agencies:** *PERS ER* code is a unique number which CalPERS assigns to each Employer. *Agency* code is the Agency code used by State Controller's Office. *Unit* code is the Unit code used by State Controller's Office.
	Public Agency [School] Employers: *PERS ER* code is a unique number that CalPERS assigns to each Employer. *Agency* code field is blank. *Unit* code is a number assigned by CalPERS Public Agency Billing Unit to Health Groups for Public Agency employers.
	Non-Central State Agencies, Public Agency Employers, and Non-PERS Employers: *PERS ER* code is a unique number that CalPERS assigns to each Employer. *Agency* code field is not applicable (blank). *Unit* code field is not applicable (blank).
Rank/Barg. Unit:	Abbreviation for the Participant's Collective Bargaining *Rank/Unit code.* Rank (Collective Bargaining Rank): Participant designation assigned to a State employee. E.g., R = Rank and File, E = Exempt, etc. Unit (Collective Bargaining Unit): unit code assigned to a State employee. E.g., 1 = Administrative, Financial, and Staff Services, etc.
Qual Appt Stat/Eff Date:	Describes status of appointment that qualified a Participant to enroll in benefit. The Effective date is the event datet that qualified Participant to enroll.
Payroll Office:	Alpha or numeric code which identifies Participant's pay entity.
Retire System:	Participant's retirement system: ***PERS***, ***STRS***, ***JRS***, ***LRS***, ***MRS***, or ***Non-PERS***.
Retire Date:	Participant's retirement date.
Enrollment Information	Definition
Enroll Status/Eff Date:	Enrollment status: ***Covered*** or ***Not Covered***. Effective Date is the date the current Enrollment Status was effective.
Prem Pymt Mthd/Eff Date:	Payment method: ***Standard***, ***Direct Pay*** or ***COBRA***. Effective Date is the date the current Premium Payment Method was effective.
Plan Code/Plan Name:	Health plan code and health plan name.
Coverage Type:	The health coverage type for the Participant: ***Basic***, ***Medicare***, or ***No Coverage***.

SUBSCRIBER TAB DEFINITIONS	
Eligibility Zip:	Participant's ZIP Code if different than Mailing Address.
ER Address:	This box will be checked if the Eligibility ZIP Code is that of the employer.
Qual/Surv/FR SSN:	Qual (Qualifying SSN) = the SSN of the deceased employee/retiree OR SSN of employee/retiree that COBRA enrollee qualified from. Surv (Survivor SSN) = the SSN of a deceased employee/retiree. FR SSN (Financially Responsible SSN) = the SSN under which the premium payment for this enrollment will be made.
COBRA Start/End Date:	Start and end dates of the COBRA enrollment period.
Address Information	Definition
Address Information	Participant's mailing address.

2. Dependent Tab

The Dependent Tab displays information on currently enrolled dependent(s) of the selected Participant and shows additional details about each dependent including, if applicable, information on the dependent's disabled dependent certification.

If there are multiple dependents, click on each dependent name for additional information.

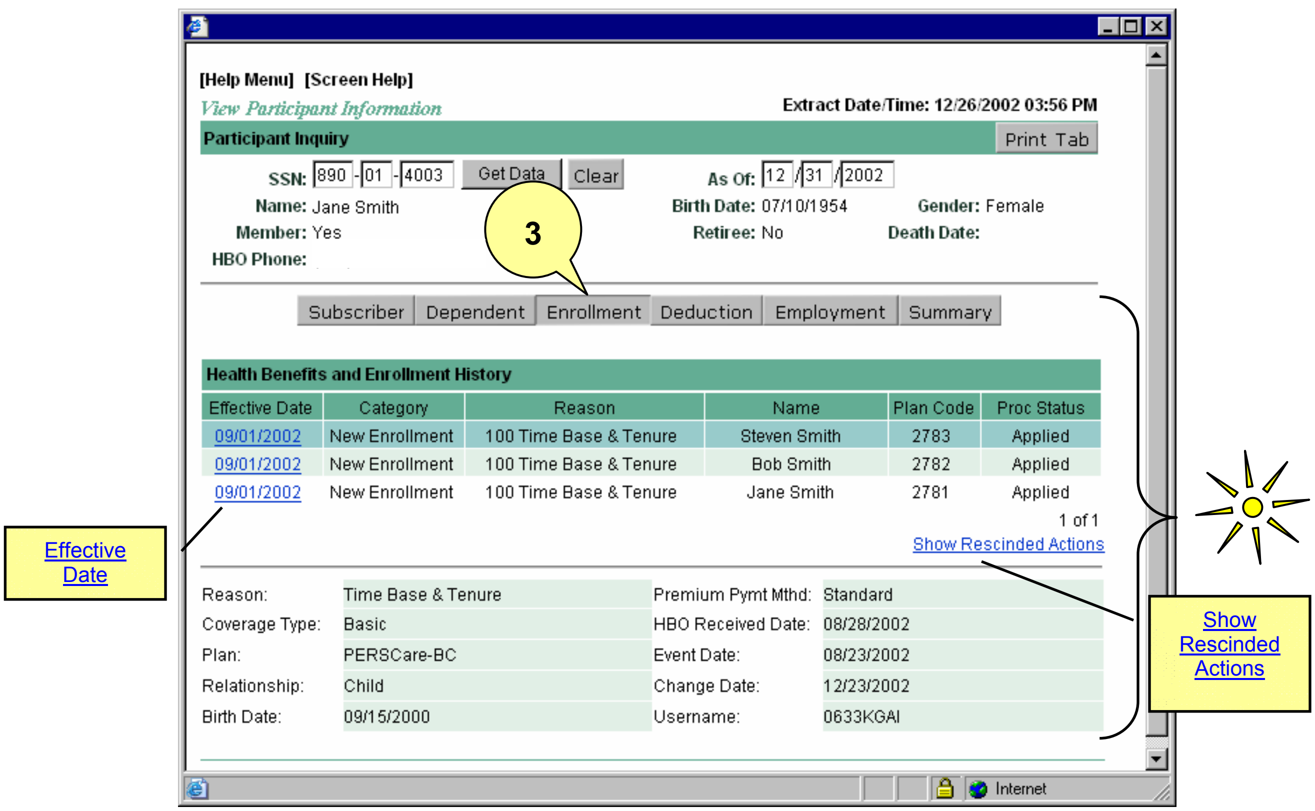


DEPENDENT TAB DEFINITIONS	
COLUMN NAMES	DEFINITION
SSN	Dependent's Social Security Number.
Name	Dependent's name.
Birth Date	Dependent's date of birth.
Relationship	Dependent's relationship to the Participant.
Enrl Eff Date	Effective date of the Dependent's enrollment action.
FIELD NAMES	DEFINITION
Gender:	The gender of the Dependent.
Coverage Type:	The health coverage type for the Dependent: ***Basic***, ***Medicare***, or **No Coverage.**
Disabled Dependent Certification Date:	The initial date of the Dependent's certification as disabled. A date in this field indicates the individual has been certified to continue on the health enrollment beyond his/her 23rd birthday.
Certification Expiration Date:	The date when the Dependent's current disabled certification expires.
Pending Review Date:	A date in this field indicates the Dependent's disabled certification is under review. If the individual is not certified by this date, his/her health coverage will be terminated.

3. Enrollment Tab

The Enrollment Tab will display details for health transactions that were processed. When there are multiple transactions, click on the Effective Date of a transaction for additional information.

A rescinded transaction is a transaction that was processed and later voided. Click on Show Rescinded Actions to display any rescinded transactions.

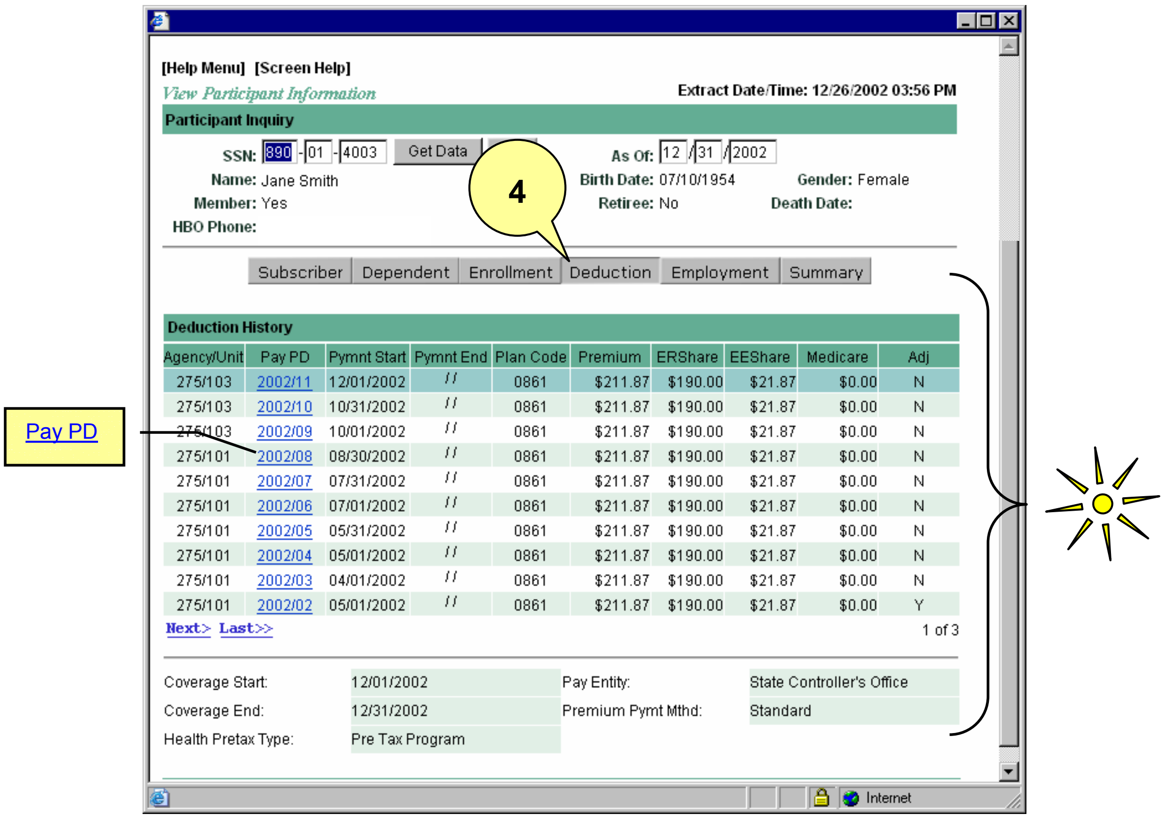


ENROLLMENT TAB DEFINITIONS

HEALTH BENEFITS AND ENROLLMENT HISTORY	DEFINITION
Effective	Effective date of the selected transaction.
Category	The Reason group heading used to identify the transaction reason type.
Reason	The numeric code that identifies the reason for the selected transaction.
Name	Name of the Participant/Dependent involved in the selected transaction.
Plan Code	Health plan code that resulted from processing the selected transaction.
Proc Status	Describes the status of the selected Dependent's enrollment at a point in time.
Show Rescinded Actions	A rescinded transaction is a transaction that was processed, then later voided. To see the any rescinded transactions, click Show Rescinded Actions.
ADDITIONAL FIELDS	DEFINITION
Reason:	A detailed description of the transaction Reason Code shown in the "Reason" column for the selected transaction.
Coverage Type:	The coverage type for the Dependent named in the selected transaction: ***Basic***, ***Medicare*** or **No Coverage**.
Plan:	Health plan code.
Relationship:	Describes the dependent's relationship to the Participant.
Birthdate:	Birthdate of the Dependent named in the selected transaction.
Premium Pymt Mthd:	Description of the premium payment method: ***Standard, Direct Pay*** or ***COBRA***.
HBO Received Date:	Date enrollment document was received in the employer's office.
Event Date:	Date of the event that generated the selected transaction.
Change Date:	Date the selected transaction was added to the system.
Username:	Login ID of the individual who keyed in the selected enrollment transaction.

4. Deduction Tab

The Deduction Tab displays details for premiums and deduction history. Click on Pay PD for additional information if there are multiple transactions.



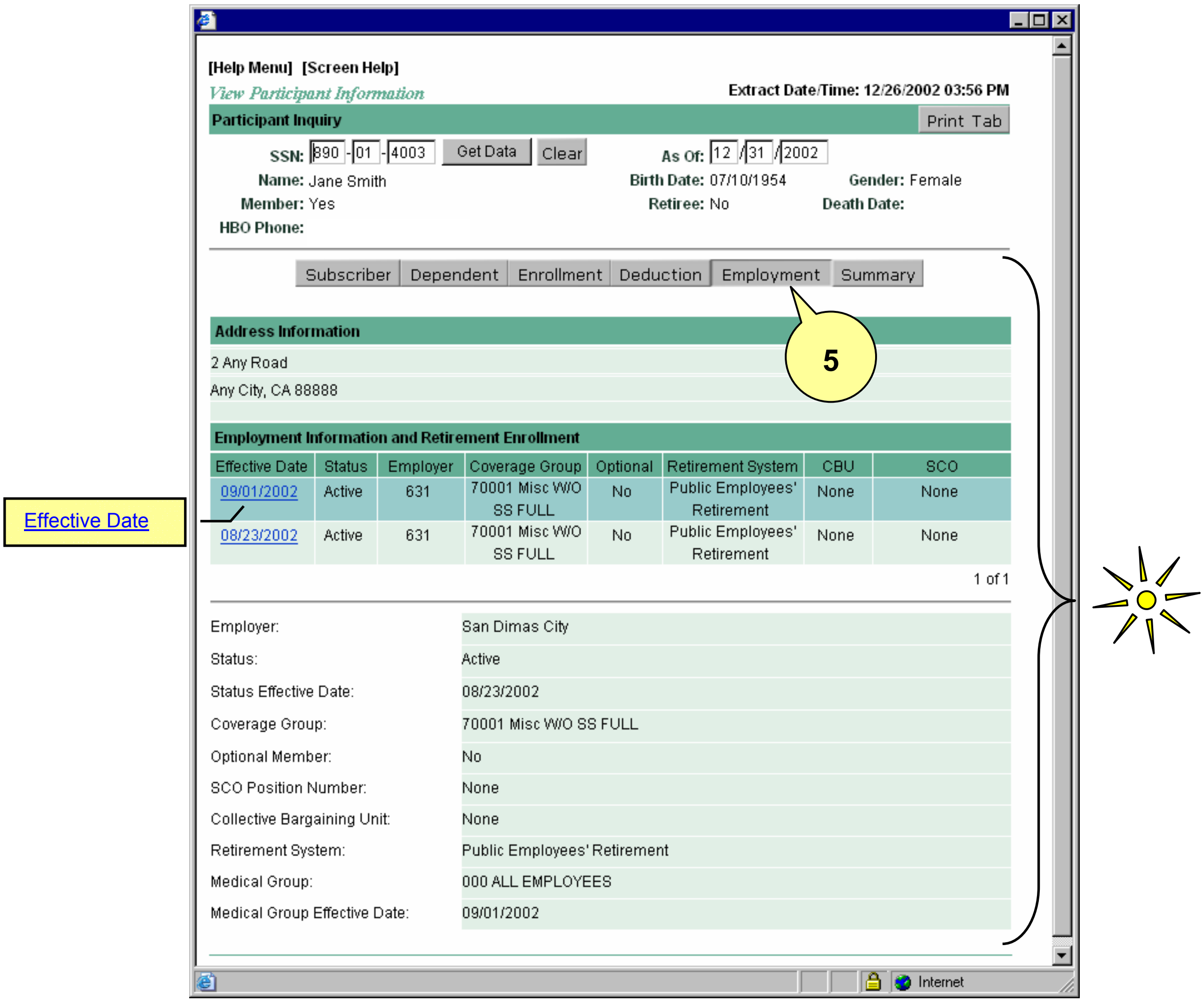
Agency/Unit	Pay PD	Pymnt Start	Pymnt End	Plan Code	Premium	ERShare	EEShare	Medicare	Adj
275/103	2002/11	12/01/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/103	2002/10	10/31/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/103	2002/09	10/01/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/101	2002/08	08/30/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/101	2002/07	07/31/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/101	2002/06	07/01/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/101	2002/05	05/31/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/101	2002/04	05/01/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/101	2002/03	04/01/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	N
275/101	2002/02	05/01/2002	/ /	0861	$211.87	$190.00	$21.87	$0.00	Y

Coverage Start:	12/01/2002	Pay Entity:	State Controller's Office
Coverage End:	12/31/2002	Premium Pymt Mthd:	Standard
Health Pretax Type:	Pre Tax Program		

DEDUCTION TAB DEFINITIONS	
DEDUCTION HISTORY COLUMNS	DEFINITION
Agency/Unit	State Controller's (SCO) agency/unit code for State Agencies, Public Agencies' agency code; or School Employers' agency code and district code (unit).
Pay PD	Pay Period from which the premium payment was made.
Pymnt Start	For a full premium payment, the date when the payment was made. For a payment adjustment, the start date for the adjustment.
Payment End	The anticipated end date for an adjustment payment.
Plan Code	Health plan code.
Premium	Premium for the health plan.
ER Share	Employer's share of the premium.
EE Share	Employee or annuitant's share of the premium.
Medicare	State retiree reimbursement for the cost of Medicare Part B.
Adj	Contains a "Y" for yes if the payment is a one-time adjustment.
ADDITIONAL FIELDS	DEFINITION
Coverage Start:	First day of the coverage period to which this premium payment applies.
Coverage End:	Last day of the coverage period to which this premium payment applies.
Health Pretax Type:	Type of pretax status: ***Pre Tax Program***, ***TAP***, or ***FLEX***.
Pay Entity:	Identifies the system making the premium payment to the health plan.
Premium Pymt Mthd:	Payment method, either: **Standard, Direct Pay** or **COBRA**.

5. Employment Tab

The Employment Tab displays all employment associated with Membership and/or Health enrollment history. Click on an Effective Date if multiple transactions are present. Additional information about the selected date appears at the bottom of the screen.



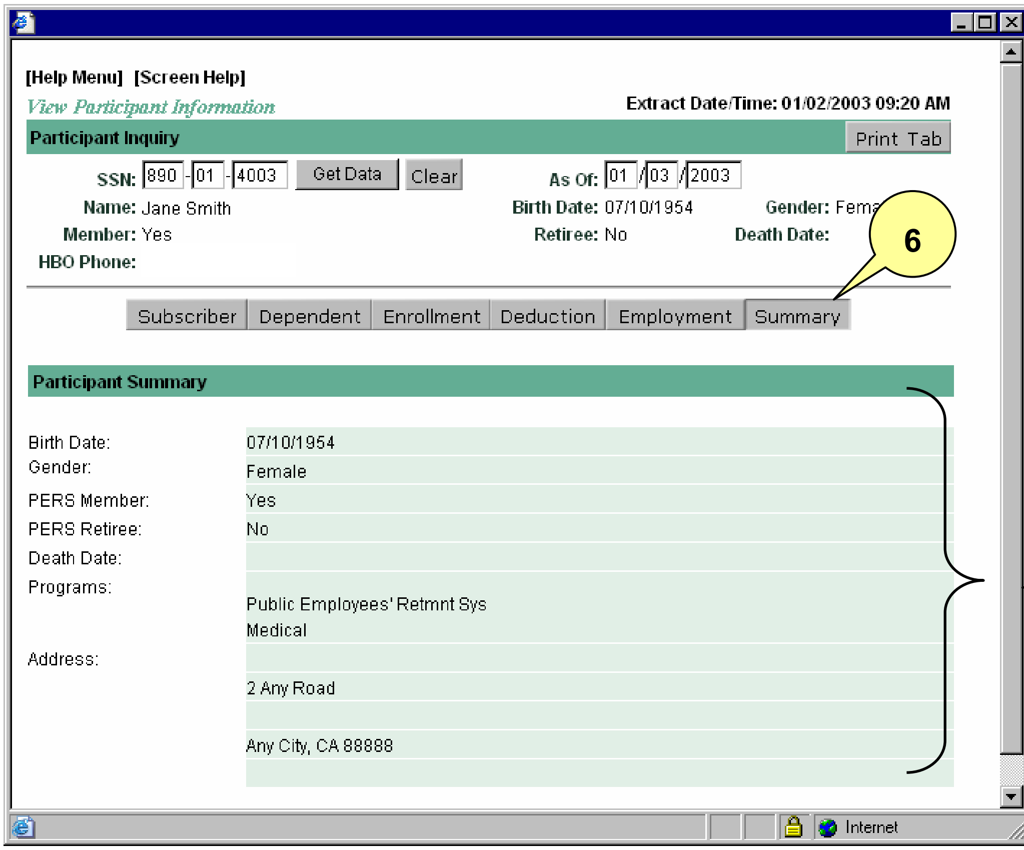
EMPLOYMENT TAB DEFINITIONS	
FIELD NAME	DEFINITION
Effective Date	Effective date of the selected transaction.
Status	Position Status: **Active**: Participant is currently working in this position or returns after a separation or Leave. **Alternate Retirement Plan**: A non-vested member who is subject to a G.C. 20306 Retirement Plan is working fewer than 20 hours per week, and must switch from CalPERS coverage to the Alternate Retirement Plan. **Educational Leave**: (State Employees only) Leave is granted for the purpose of further education. **Family Leave** (Maternity/Paternity Leave of Absence): Member is granted an approved maternity/paternity leave. **Industrial Disability Leave** (Industrial Disability Leave): Person in a safety classification is placed on leave for a work-related injury or illness. Available to local misc. by contract amendment only. **Layoff**: Layoff, or in lieu of involuntary transfer. **Leave of Absence**: Select this status only when the Retirement system is JRS1 or JRS2. **Military Leave** (Military Leave of Absence): Person is absent from work due to active service with one of the Armed Forces of the United States. **Nonind Leave** (Non-industrial Leave of Absence): Person is off work and receiving temporary disability payments for a non-job related injury or illness. **Permanent Separation**: Person separates from employment permanently. This status is required for a person to be eligible to receive a REFUND of CalPERS' contributions. **Sabbatical Full** (Sabbatical Leave - Full Pay): Person is on approved leave, but is still receiving full compensation. **Sabbatical Part** (Sabbatical Leave - Partial Pay): Person is on approved leave, but is receiving partial compensation for time not worked. **Service Leave** (Service Leave of Absence): Person is on an approved leave for the purpose of service with a governmental agency; a university or college; or a nonprofit organization serving a public function. **Special Leave** (Special Leave of Absence): [For State employees only] A "Partial Leave of Absence," or "Special Leave for Research or Creative Activity." **Temporary Separation**: Person is temporarily separated from employment for two or more months (a separation of fewer than two months should not be reported to CalPERS), and is expected to return to work. **To Alternate Retirement Plan**: A non-vested member who is subject to a GC 20306 Retirement Plan is working fewer than 20 hours per week, and must switch from CalPERS coverage to the Alternate Retirement Plan.

EMPLOYMENT TAB DEFINITIONS	
Employer	Participant's employer code.
Coverage Group	Five-digit code which is assigned to a group of employees within an agency. It is used to identify, within the employer, groups of members with different benefit packages. The five-digit code is formed by combining a number indicating the type of employer or employment (first digit), coverage groupings (second digit), a second tier or merger indicator (third digit), and a 2-digit sequential number.
Optional	Optional Member - A person (e.g., an elective officer) who has the right to elect membership in CalPERS, and who is excluded from PERS membership unless and until he/she elects membership.
Retirement System	Retirement System - Participant's retirement system: ***PERS***, ***STRS***, ***JRS***, ***LRS***, ***MRS***, or ***Non-PERS.***
CBU	Abbreviation for the Participant's Collective Bargaining *Rank/Unit code.* Rank (Collective Bargaining Rank): Participant designation assigned to a State employee. E.g., R = Rank and File, E = Exempt, etc. Unit (Collective Bargaining Unit): unit code assigned to a State employee. E.g., 1 = Administrative, Financial, and Staff Services, etc.
SCO	State Controller's Office (SCO) Position Number (state employees only).
Employer	Name of the Participant's employer.
Status	See definition on previous page.
Status Effective Date	Effective date of "Position Status" mentioned on previous page.
Coverage Group	Five-digit code which is assigned to a group of employees within an agency. It is used to identify, within the employer, groups of members with different benefit packages. The five-digit code is formed by combining a number indicating the type of employer or employment (first digit), coverage groupings (second digit), a second tier or merger indicator (third digit), and a 2-digit sequential number.
Optional Member	A person (e.g., an elective officer) who has the right to elect membership in CalPERS, and who is excluded from PERS membership unless and until he/she elects membership.
SCO Position Number	State Controller's Office (SCO) position number (state employees only).
Collective Bargaining Unit	Abbreviation for the Participant's Collective Bargaining *Rank/Unit code.* Rank (Collective Bargaining Rank): Participant designation assigned to a State employee. E.g., R = Rank and File, E = Exempt, etc. Unit (Collective Bargaining Unit): Unit code assigned to a State employee. E.g., 1 = Administrative, Financial, and Staff Services, etc.

EMPLOYMENT TAB DEFINITIONS	
Retirement System	Participant's retirement system: ***PERS***, ***STRS***, ***JRS***, ***LRS***, ***MRS***, or ***Non-PERS.***
Medical Group	The Medical Groups are identified by three-digit codes* that are established differently for each **Public Agency**: 001 MUNICIPAL EMPLOYEES' ASSOCIATION 002 FIREFIGHTERS' ASSOCIATION 003 POLICE OFFICERS' ASSOCIATION "000 ALL EMPLOYEES" is used when there is only one Medical Group for the agency. "999 CONVERSION GROUP" may be selected by the system during conversion. For **State** employees, the Collective Bargaining Unit derives the Medical Group.
Medical Group Effective Date	The effective date of the medical group.

6. Summary Tab

The Summary Tab will display a summary of the Participant's demographic information as well as participation in various CalPERS programs.

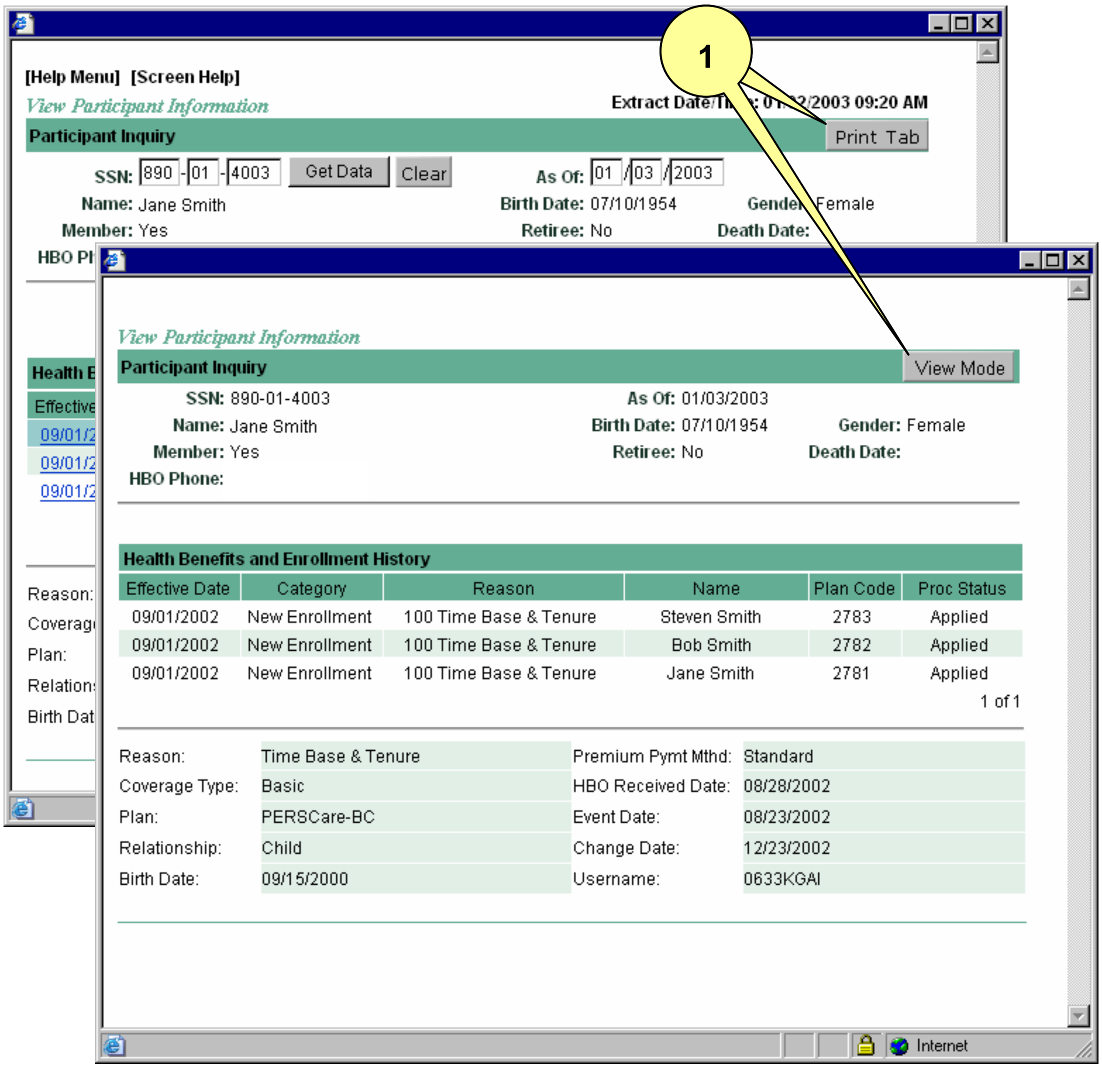


SUMMARY TAB DEFINITIONS	
PARTICIPANT SUMMARY	DEFINITION
Birth Date:	Participant's date of birth.
Gender:	Participant's gender.
PERS Member:	Is the Participant a member of CalPERS? Yes or no. NOTE: A Participant who has retired or received a refund of contributions is no longer considered a member of CalPERS.
PERS Retiree:	Is the Participant retired from CalPERS? Yes or No.
Death Date:	If applicable, the death date of Participant.
Programs:	Name(s) of CalPERS program Participant is associated with.
Address:	Participant's address.

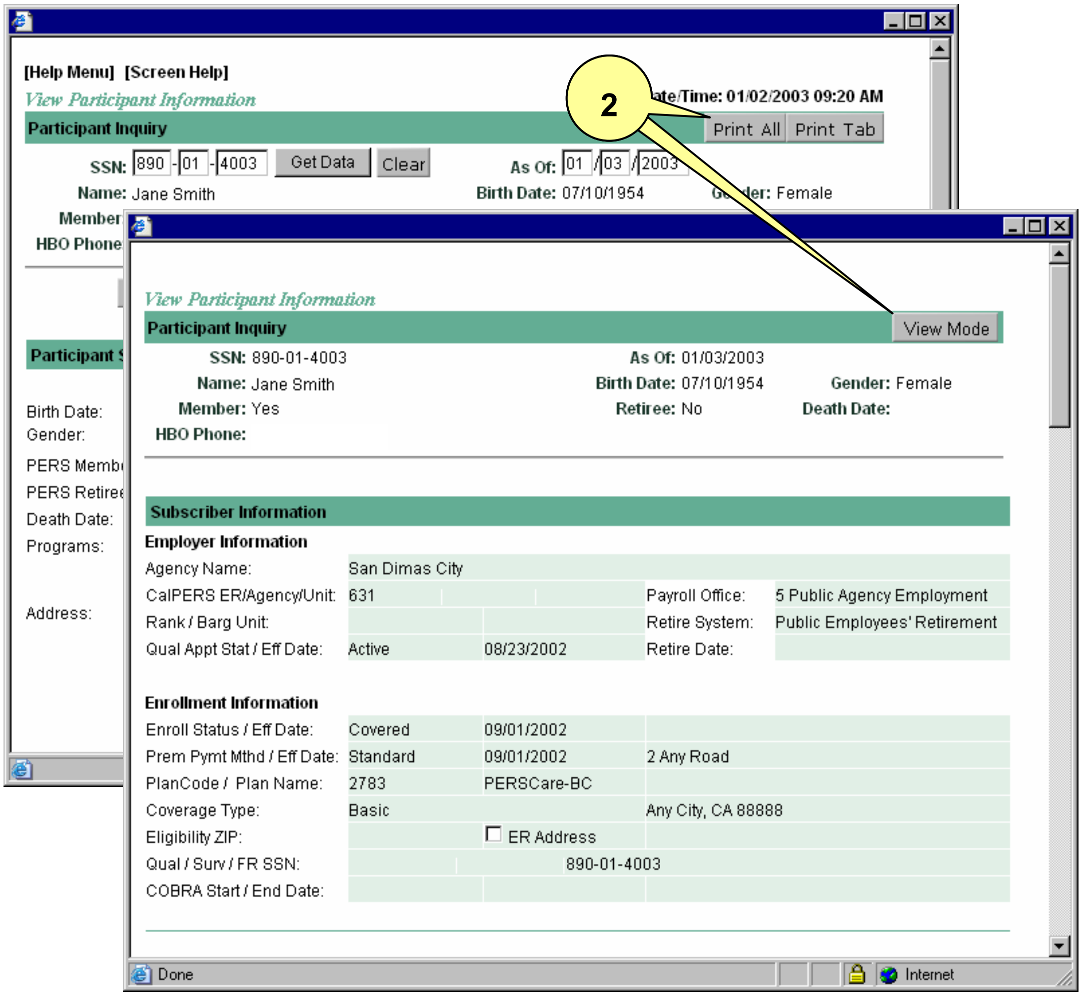
Printing

At any time, you can print the contents of any Participant Inquiry screen by the following methods:

1. Individual Tabs: Each individual tab can be printed by clicking on the tab, then clicking on **Print Tab**. This opens up the tab and formats it for printing. Then press "Ctrl + P" for printing. Click **View Mode** to return to normal viewing mode.



2. All Tabs: In order to print all of the tabs, you must open each of the tabs by clicking on them (in any order). Upon opening the last tab, click **Print All**, then press "Ctrl + P" to print all tab information in a continuous sequence. Click **Back to View Mode** to return to normal viewing mode.
   You may also just hold down the **Ctrl** key, then press the **P** key for a direct screen print.



Or, you may press the **Print Screen** key (to the right of the F12 key), then paste the clipboard contents into a document as follows:

- On your desktop task bar, select **Start**.
- Select **Programs**.
- Select your word processing program (e.g., Microsoft Word).
- Open a new document.
- In the Menu Bar at the top of the window, select **Edit**.
- Select **Paste** on the Edit Menu (The saved PI screen displays in the new document).
- Select **File** in the Menu Bar at the top of the window.
- Select **Print** on the File Menu.

Participant Inquiry System Messages

Access is limited to current agency

This message will be displayed if the user attempts to access data about a Participant no longer employed by their agency. If the former employer has completed the transaction to move the Participant to a new agency, and you are still getting this message, please call (888) CalPERS (225-7377), and ask CalPERS staff to update this transaction.

Out-of-Use Social Security Number

If the user enters a Social Security Number that is no longer in use, a message window gives the user the corresponding active number, if there is one. Acknowledge the message, then query for the active number.

Future Transactions Pending

This message indicates future health events related to the current Participant

No employment information with your agency is available for this SSN

This message will appear for employers who try to access a SSN of a Participant who is not currently employed by their agency.

This page purposely left blank.

ACCOUNT ADMINISTRATOR

The ACES User Account Maintenance function is designed so your agency can maintain your own ACES user accounts. The designated Account Administrator will grant access to employees within your organization.

Account Administrator Roles and Responsibilities

The Account Administrator performs the following maintenance activities for your agency's users by:
Maintaining primary agency contact information, such as:

- Address
- Phone
- Fax
- E-mail address

Maintaining user accounts for your agency by:

- Creating new user accounts
- Modifying existing user accounts (adding or deleting ACES functions and/or changing user demographic information)
- Performing Password Maintenance (disabling, unlocking and resetting passwords for user accounts within your agency)

Users should contact their Account Administrator for any issues relating to their user account. If the Account Administrator is unavailable, please call the Employer Contact Center at (888) CalPERS (225-7377).

Security Guidelines

ACES provides a secure environment for transmitting sensitive employee information to CalPERS for processing. Creating a user account and granting an employee access to ACES will allow them to enter an environment with privileged employee information. Guidelines have been created to protect this personal information. The following are guidelines for providing access to ACES:

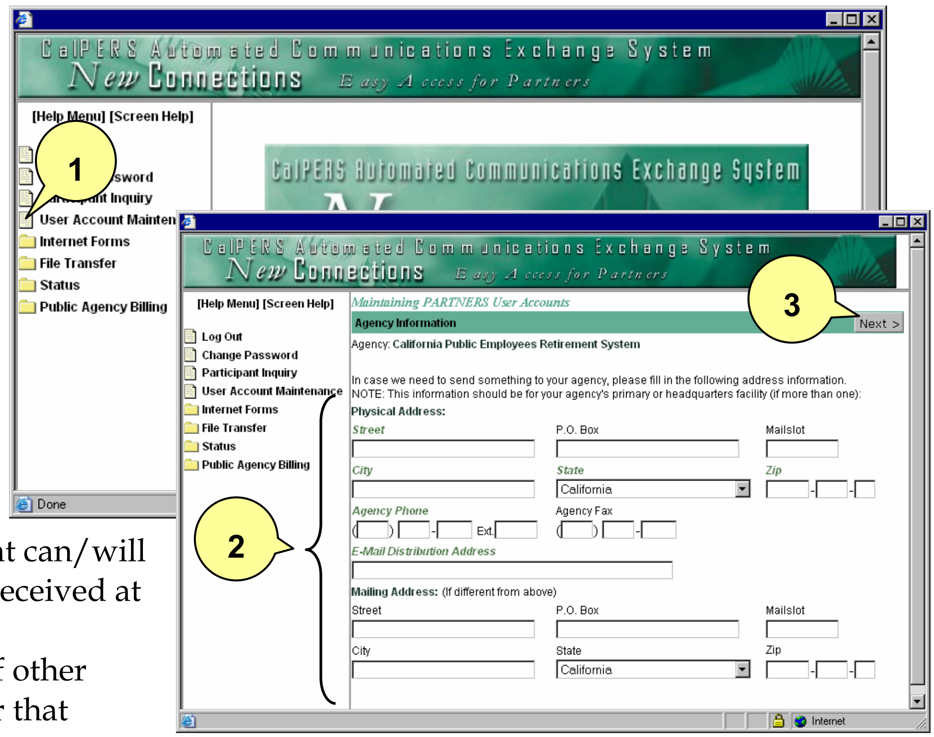
- CalPERS security documents must be filled out by all employees having access to ACES. Although you are only required to submit signed copies to CalPERS for the primary Account Administrator, you must keep a signed copy of security documents on file for each additional Account Administrator and other ACES users at your agency. In the case of a CalPERS audit, you may be requested to provide security documents for review.
- Signing the security agreements means that you will only grant access to functions that CalPERS has approved or trained your agency to use. For example, if your agency is a File Transfer Health and Retirement employer, you MAY NOT grant users access to Internet Forms. If you are unsure of what this security requirement entails, contact the Employer Contact Center at (888) CalPERS (225-7377) or see the ACES Informational web site: http://www.calpers.ca.gov/aces/security.htm.
- The CalPERS Security Policy requires each person who uses a CalPERS application to have his or her own account. **Users are not allowed to share an account.**
- CalPERS encourages your agency to designate more than one Account Administrator. In the event that the primary Account Administrator leaves your organization or changes positions, another individual is able to maintain ACES user accounts.
- When an Account Administrator leaves an agency or no longer requires access to ACES, your agency should contact the CalPERS Employer Contact Center immediately at (888) CalPERS (225-7377), to delete the account and establish another Account Administrator for your agency.
- If security has been violated or ACES has been misused by a user, the Account Administrator should revoke the user's access to ACES immediately.
- When resetting passwords for users who have locked their ACES account or forgotten their password, authenticate the user by requesting their Employee Authentication Word and their SSN.

Logging On to the User Account Maintenance Function

1. Select **User Account Maintenance** from the Navigation List.

2. The primary address and e-mail information entered during your initial registration will appear. If that information has changed or is incorrect, make modifications to that information at this time (***green/bold/italic*** fields are required).

Physical Address:



- ***Street***
- Suite/P.O. Box
- Mailslot
- ***City***
- ***State***
- ***Zip***
- ***Agency Phone***
- Agency Fax
- ***E-Mail Distribution Address*** If your agency has a single address that can/will forward all mail received at this address to a distribution list of other ACES users, enter that address at this time. Otherwise, enter your own e-mail address.

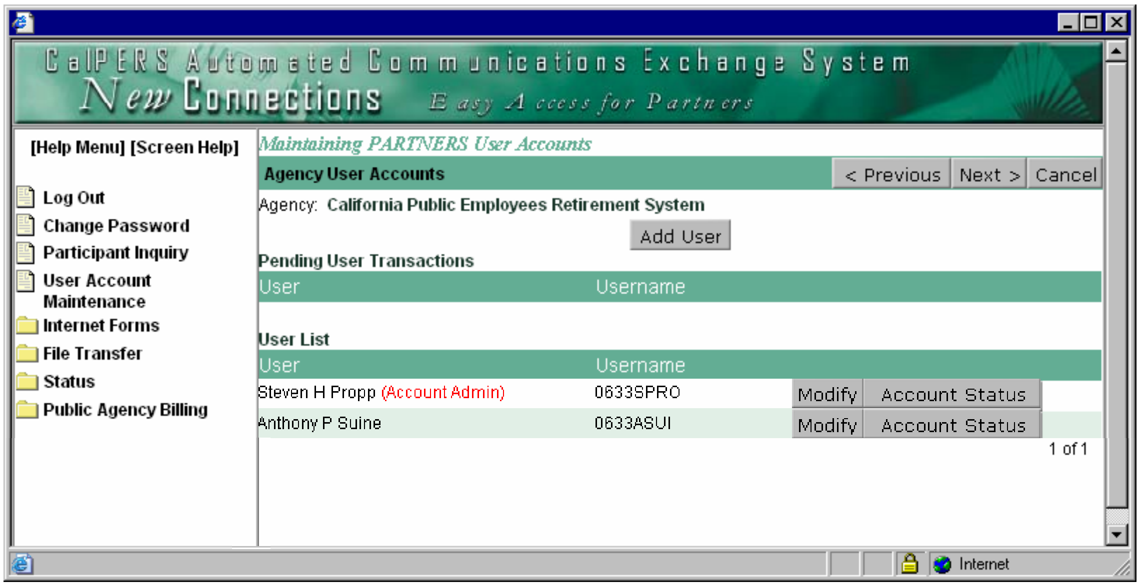
Mailing Address (complete only if this address is different from the Physical Address entered above):

- Street
- Suite/P.O. Box
- Mailslot
- City
- State
- Zip

3. Click **Next.**

Agency User Accounts

This screen lists the current user accounts at your agency and, if applicable, will display any pending transactions. This screen serves as a "home page" for user account maintenance.



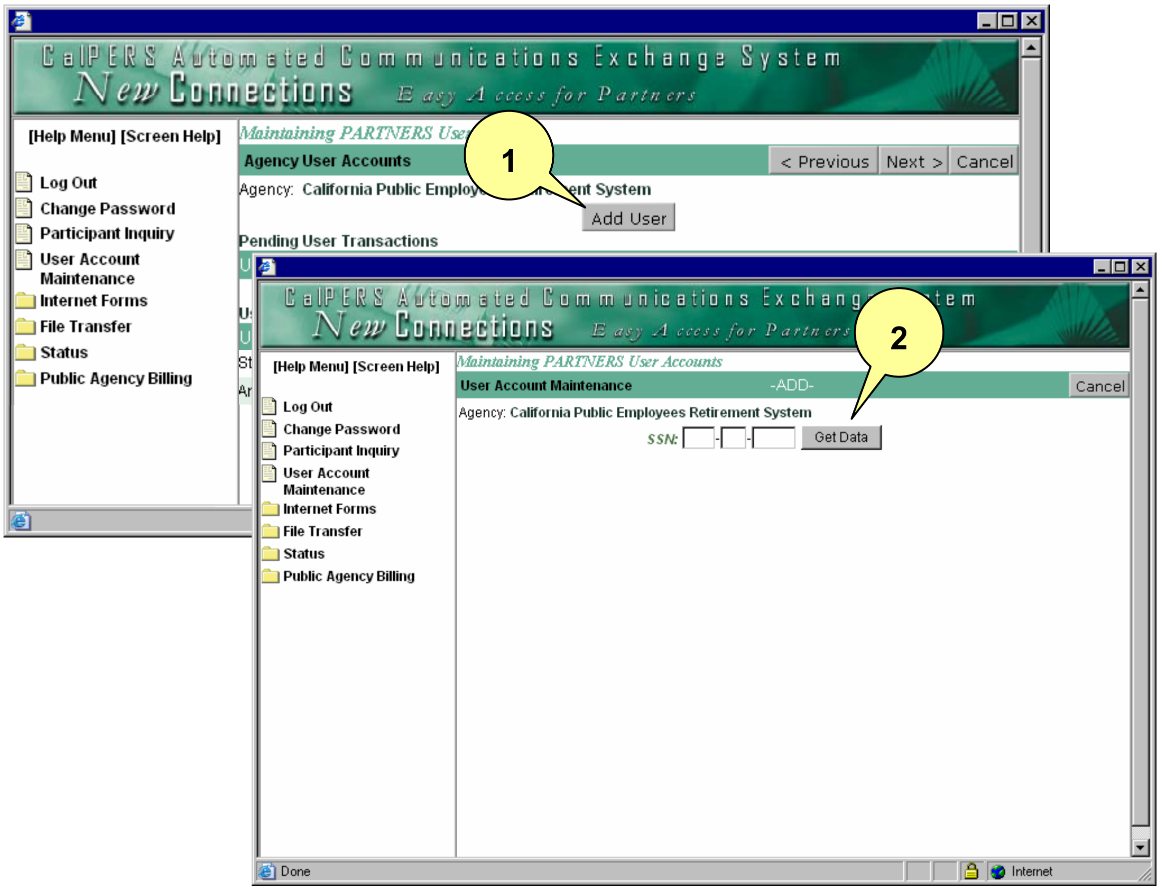
Through the Agency User Accounts table you can:

- Add new users
- Modify demographic information
- Modify access rights
- Perform password maintenance

Adding a New User

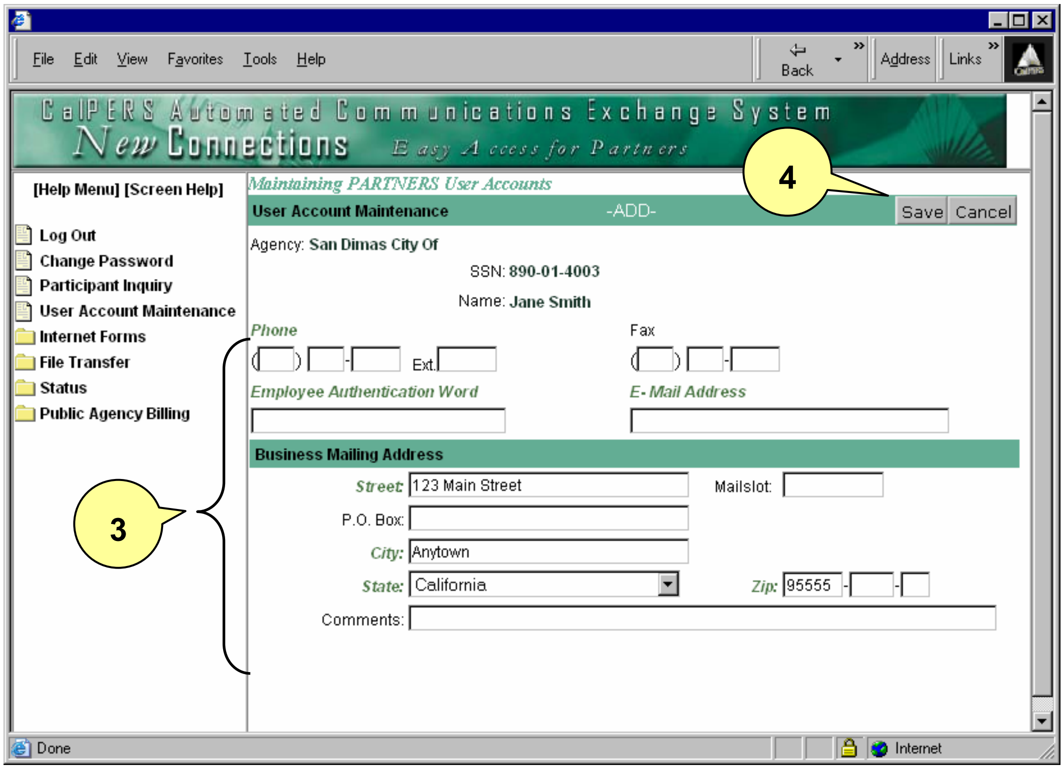
Have the employee fill out a security document (Page 124 or http://www.calpers.ca.gov/aces/docs/pers-aesd-43.pdf).

1. Select **Add User** from the Agency User Accounts screen.
2. Type the SSN and click **Get Data**.



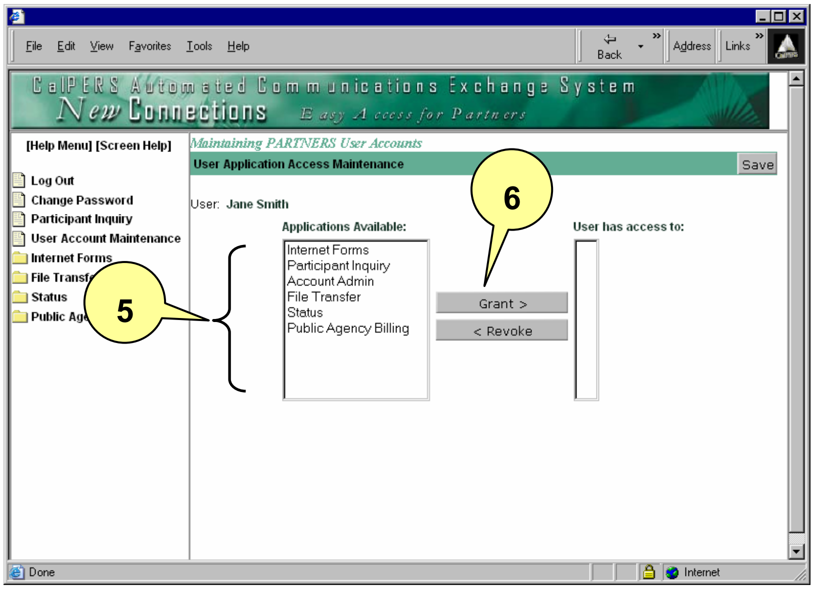
NOTE: If you enter an SSN and receive the error message "SSN XXX-XX-XXXX does not exist in the CalPERS database. Please contact us at (888) CalPERS (225-7377) for assistance." To resolve this error:

- Verify the SSN has been typed correctly.
- If you've entered the SSN correctly, please fax the security document to CalPERS at 916-326-3005, Attention: ACES. CalPERS will add the new user for you.



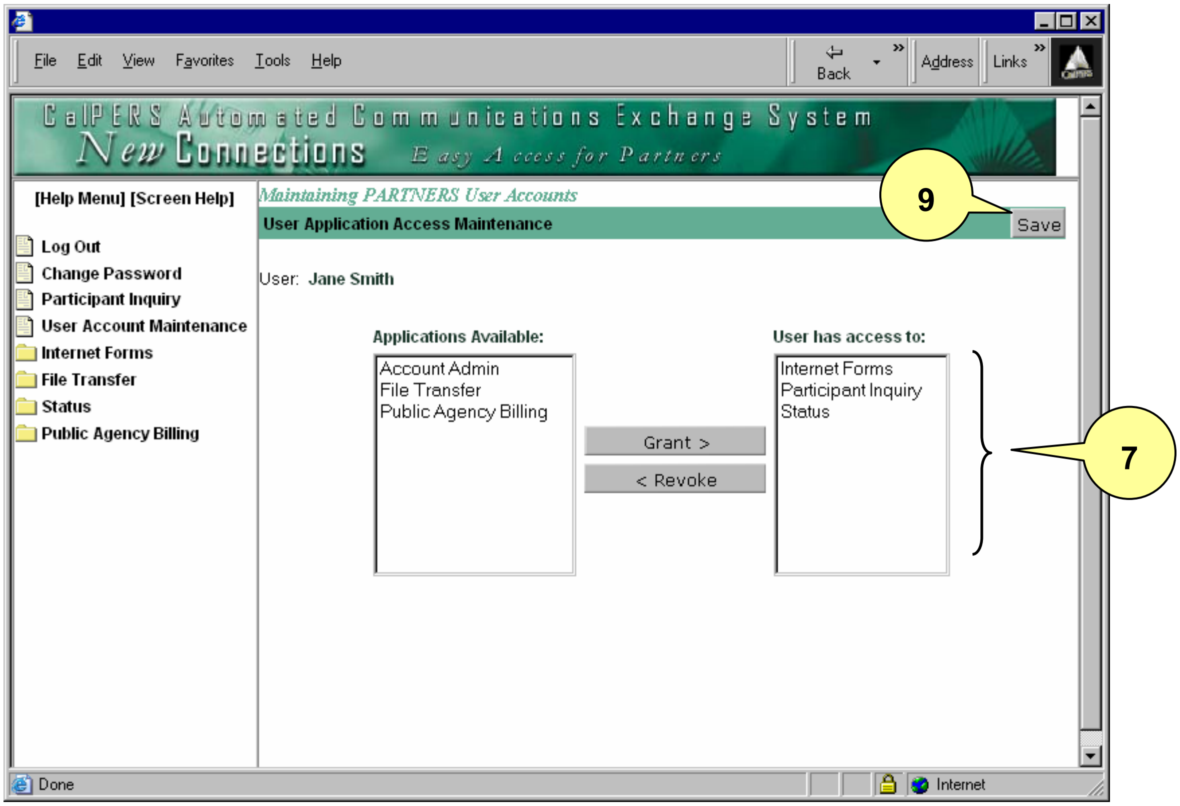
3. Enter the demographic information for the user (*green/bold/italic* fields are required):
   - ***Phone*** (The user's phone number)
   - Fax
   - ***Employee Authentication Word*** – This word is used to identify the user for a password reset
   - ***E-mail Address***
   - Business Mailing Address
4. Click **Save**. A new window will appear.

5. Select an ACES function from the "Applications Available" list at the left of the screen by clicking on the desired function.
   - You may grant multiple functions at once by pressing the "Ctrl" key and clicking on each desired function.
6. Once function(s) are highlighted, click **Grant**.



- IMPORTANT NOTE: When granting access to the **Internet Forms** or **File Transfer** applications, you MUST grant the user access to the **Status** application as well.
- If you are adding a new Account Administrator, ***it is mandatory that you fax a copy of the new Account Administrator's security agreement to CalPERS, Attention: ACES, at 916-326-3005.***

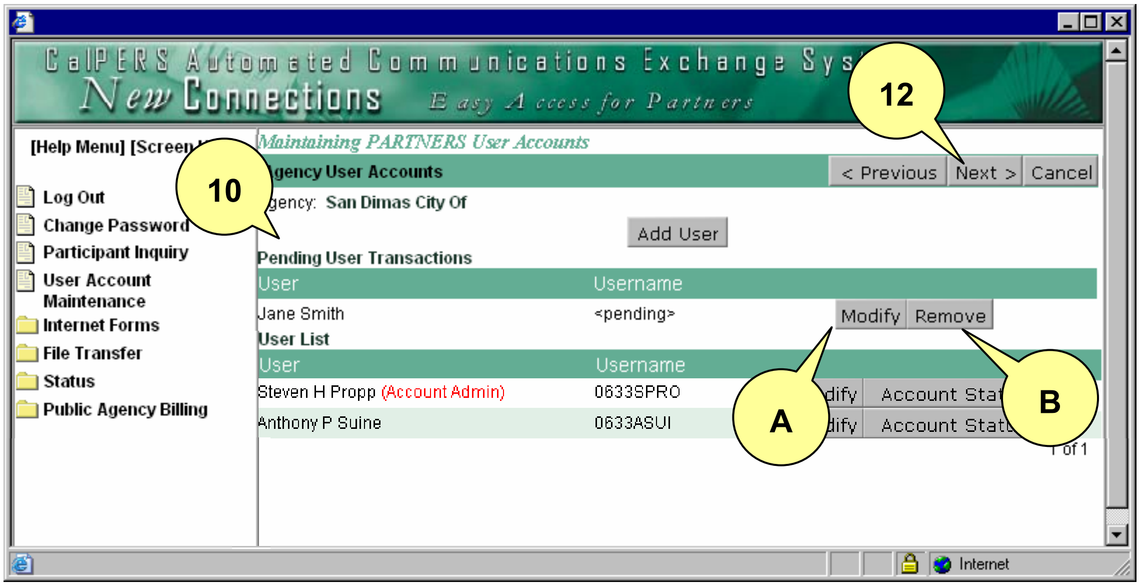
7. The function selected will move to the "User has access to" list.
   - REMINDER: You should only grant access to functions for which your agency has been approved for and trained (See Security Guidelines section for more information or contact the Employer Contact Center at (888) CalPERS (225-7377) for more information).



8. Repeat Steps 5 and 6 until all appropriate ACES functions have been added for this user.
9. Click **Save**.

10. The new user's name will appear in the "Pending User Transactions" list above the table of current users.

11. To add additional users, repeat Steps 1 through 10.



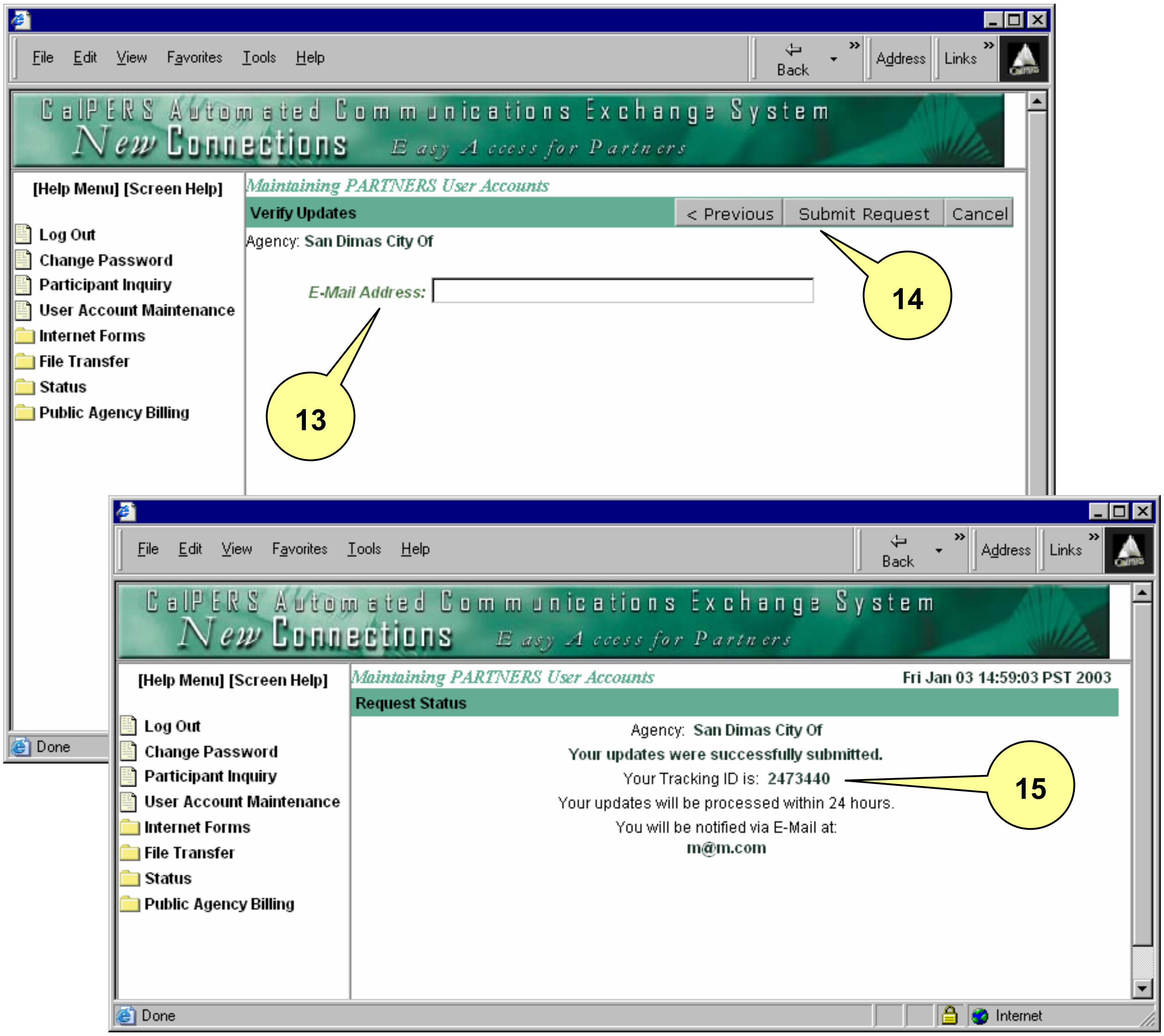
Optional:

A. To change the demographic information or access to ACES functions for a new user, click **Modify**. The existing data for that user will appear.

B. If you've added a user in error, click **Remove** to delete the user. A dialog box will appear. Click **Ok** to remove the user or **Cancel** to keep the user. Make the desired changes and click **Save**.

12. When you are done adding users, click **Next**.

13. The e-mail address field will populate. If incorrect, type your correct e-mail address.



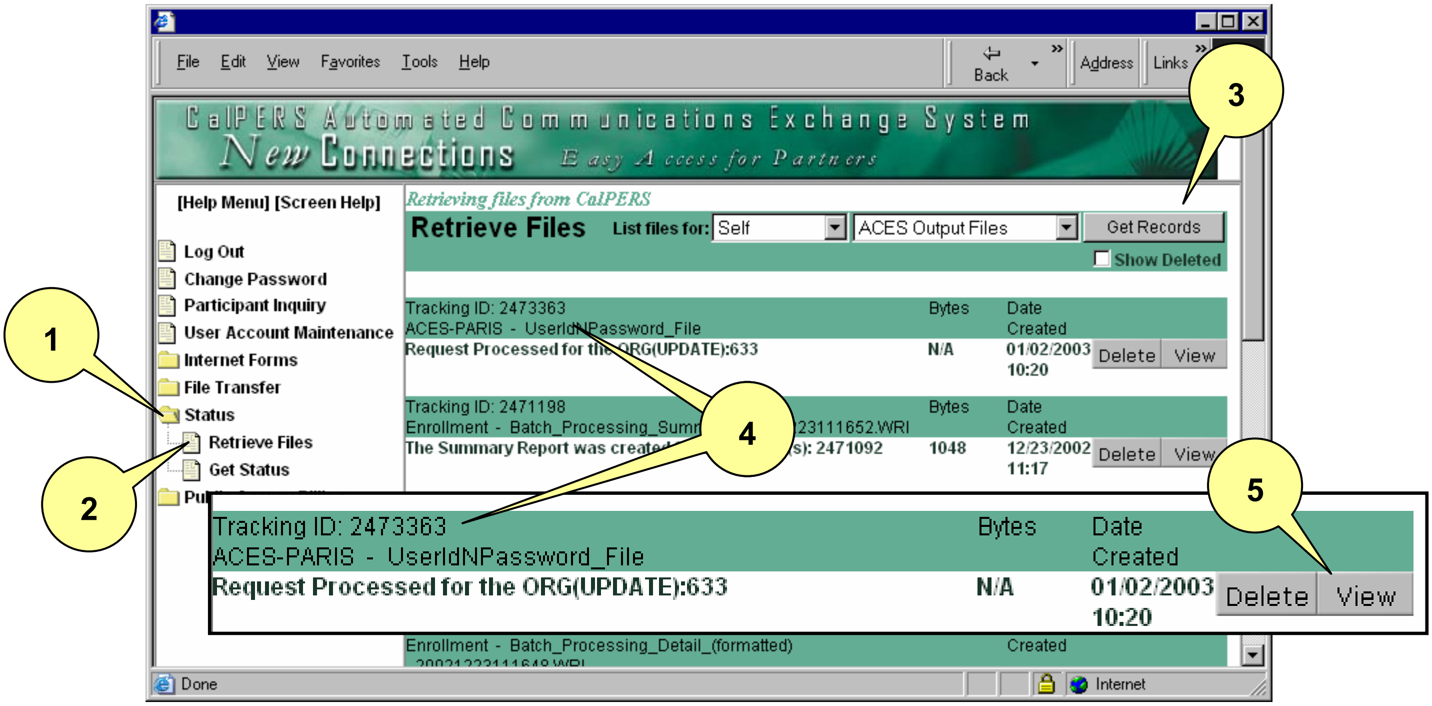
14. Click **Submit Request**.

15. Make note of the Tracking ID number.

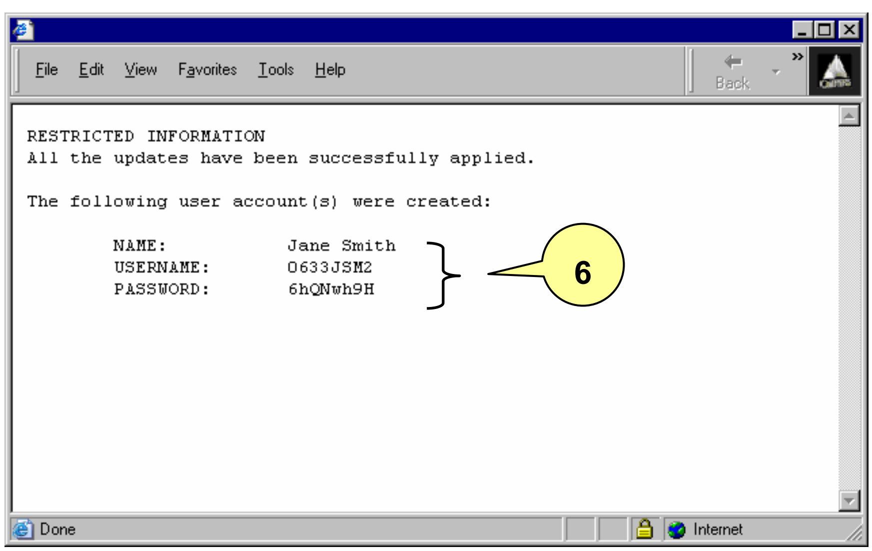
NOTE: Requests submitted before 4:00 p.m. are processed the same day. You will receive an e-mail when the username(s) and password(s) are available; however, new users will not have access to ACES until the following business day.

Retrieving Passwords for New Users

1. Select the **Status** folder.
2. Select **Retrieve Files**.

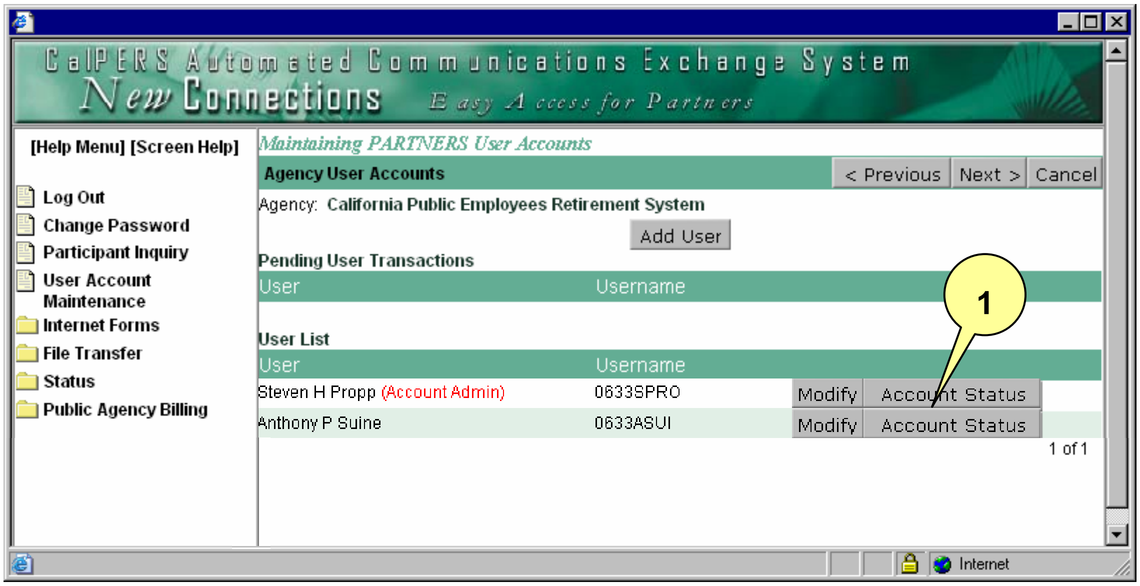


3. Click **Get Records**.
4. Locate the tracking ID number from your request.
5. Click **View**. A dialog box will appear. Click **Ok**.
6. The ACES Username(s) and Password(s) will be listed. Forward the username and password to the appropriate user(s).
   NOTE: The password is not case-sensitive.

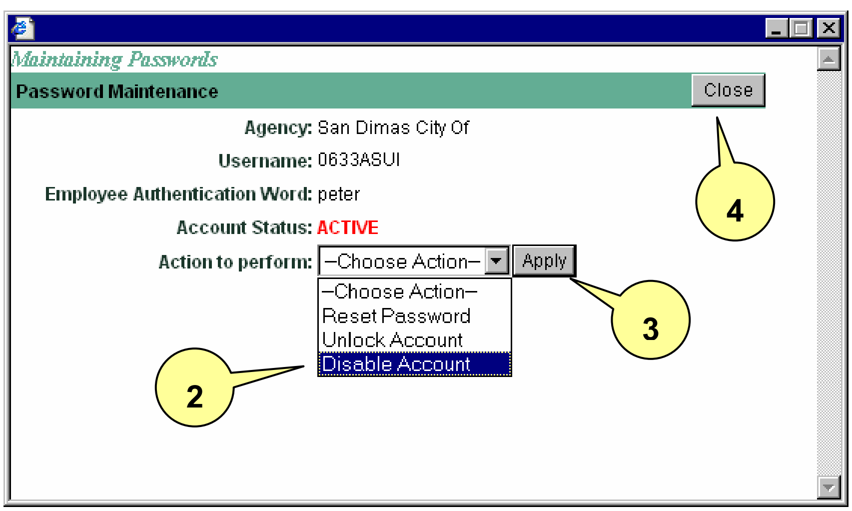


Disabling and Removing a User

1. If a user will no longer require access to ACES, their account **must** be disabled. Click on **Account Status** from the Agency User Accounts page. A new window will open.



2. Click on **Disable Account** in the drop-down box.
3. Click **Apply**.

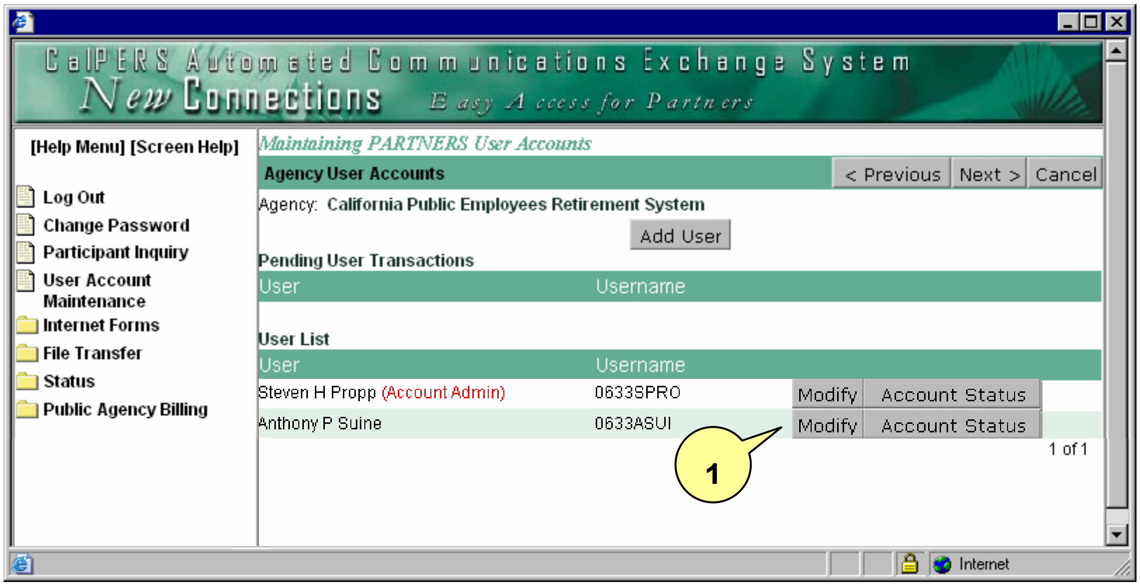


4. Click **Done**.
5. Fill out an **Employer User Access Form** (Page 125 and at http://www.calpers.ca.gov/aces/docs/pers-aesd-42.pdf) and fax it to (916) 326-3005. CalPERS will remove the user from the table of users.

Modifying User Information

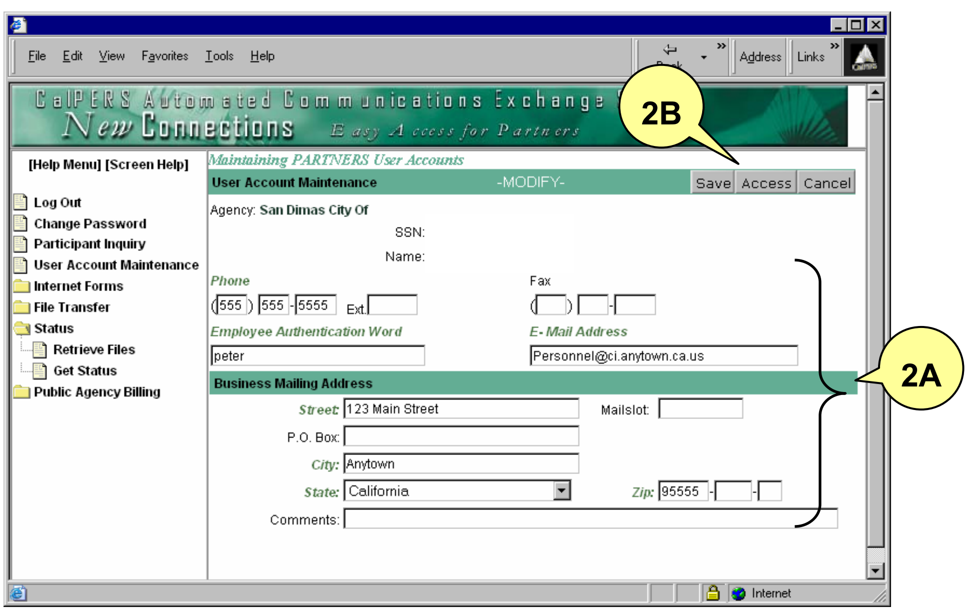
Use the **Modify** button to make changes to a user's demographic information (e.g., address, phone number) and/or change a user's access to ACES functions.

1. Click the **Modify** button from the Agency User Accounts screen.

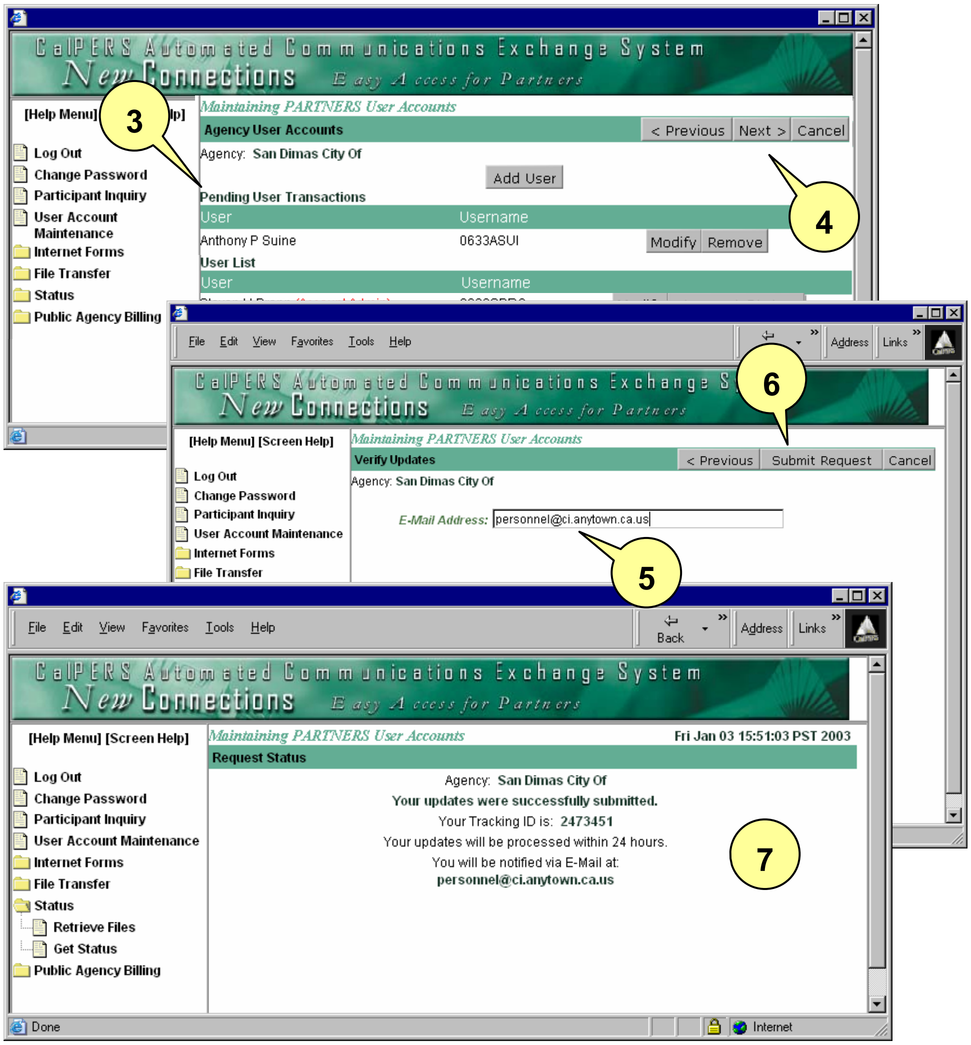


2. The user's information appears.
   A. **For Demographic changes**: Make desired changes to the user's existing information. Click **Save** after you've made the appropriate changes. The Agency User Account screen will appear. Go to Step 3.

   B. **For User Access changes**: Click the **Access** button from the Modify screen. The access screen will appear. Highlight the desired function to **Grant** or **Revoke** access (See Page 113 Steps 5-9 for further details).



3. The modified user's name will appear in the "Pending User Transactions" list above the table of current users.
   - To modify additional users, repeat Steps 1 and 2.
4. When you are done modifying users, click **Next**.



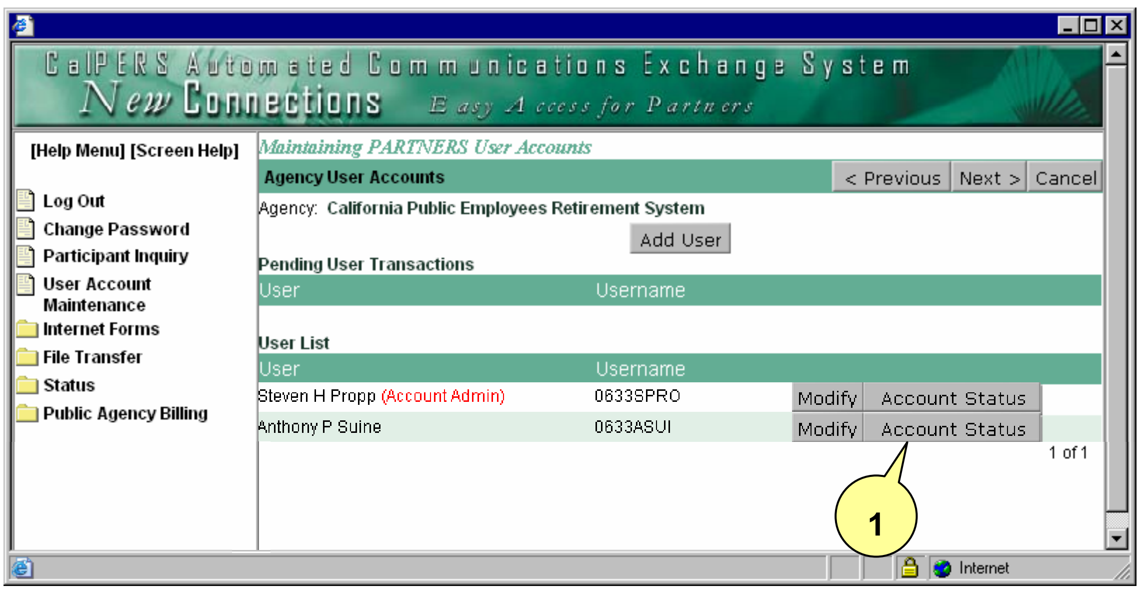
5. Verify your e-mail address.
6. Click on **Submit Request**.
7. Receive tracking ID Number.
   - On modifications, it is not necessary to retrieve a report from Status, Retrieve Files.

NOTE: Requests submitted before 4:00 p.m. are processed the same day. You will receive an e-mail when the modifications have been applied, however, the modified information or new access rights will be reflected in ACES the next business day.

Account Maintenance

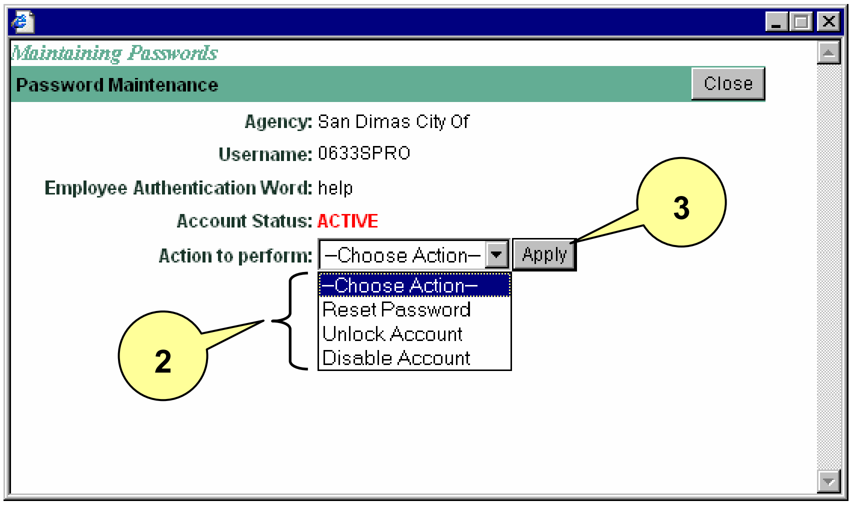
Use the **Account Status** button on the Agency User Accounts screen to:

- Reset a user's password. If a user misplaces or forgets their ACES password, you can reset their password. You must authenticate the user by requesting their Employee Authentication Word and SSN viewed through the **Modify** button.
- Disable a user's account. If a user will no longer require access to ACES, their account must be disabled (see Page 118 for details). If security has been violated, the user's ACES account **must** be disabled **immediately** and CalPERS should be notified at (888) CalPERS (225-7377).
- Unlock a user's account. A user's account is locked after 3 incorrect log on attempts. You must authenticate the user by requesting the Employee Authentication Word and SSN viewed through the **Modify** button, and then you may unlock the account.



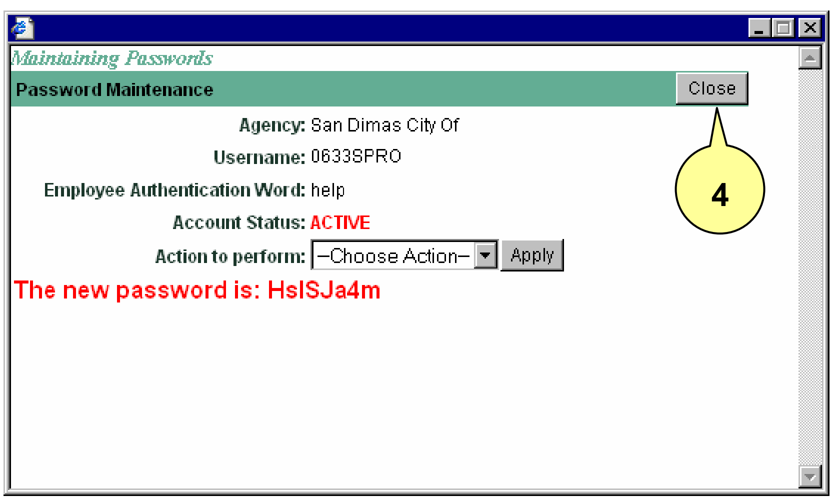
1. From the Agency User Accounts screen, click on the **Account Status** button. A new window will appear.

2. Choose the desired **Action to Perform** on the selected user account:



- **Reset Password**: Resets a user's password. The user will be prompted to change this password when they log onto ACES after the password reset.
- **Unlock Account**: Restores account to "Active" password status.
- **Disable Account**: Disables a user account so that the user will no longer be able to log onto ACES.

3. Click **Apply.**
   - If you have reset a password, the password will appear in red as follows: NOTE: The password is not case-sensitive.



4. Click **Close**.

Password Requirements

When resetting passwords, the system automatically generates a random password. This is a temporary password used to initially log the user into ACES. Upon successfully logging in, the user will be required to change this temporary password to one of their own choosing.

The following are the ACES password requirements:

- Your password must be no fewer than 8 and no more than 12 characters long.
- Your password must be a combination of alpha and numeric characters.
- Your password cannot be the same as your user name.
- Please note that if you enter your password incorrectly three times when attempting to log on, you will be locked out of ACES. Contact your agency's Account Administrator to unlock your account. For further assistance, call the Employer Contact Center at (888) CalPERS (225-7377).
- You will be prompted to change your password every 60 days.

CALIFORNIA PUBLIC EMPLOYEES' RETIREMENT SYSTEM

Employer User Security Agreement

(TO BE COMPLETED BY EMPLOYER AND EMPLOYEE) (PLEASE PRINT CLEARLY)

EMPLOYEE		EMPLOYER
Employee Name:		Employer Name:
Employee Social Security Number:	Date of Birth	Employer Code (CalPERS):
Employee Business Address:		Employer Physical Address:
Employee Business Phone:	Employee Business Fax:	Employer Mailing Address:
Mother's Maiden Name (for identification purposes):		*Please circle all that apply:* *Account Administrator*
E-mail Address:		*Health* *Membership* *Payroll* *PA Billing*

By signing this document, the employee referenced above acknowledges reading, understanding, and agreeing to its contents and realizes the consequences of not complying with its terms.

The California Public Employees' Retirement System (CalPERS) collects personal information to administer the various programs, accessed through the Automated Communications Exchange System (ACES), for which it has responsibility. The information contained in CalPERS' records is confidential, and CalPERS is required by law to protect such information from unauthorized access, use, and disclosure.

I understand the following are my responsibilities:

1. As an employee of an External User, I may access and/or transmit information only when relevant and necessary in the ordinary course of performing my official duties. I may not access, transmit or use information from CalPERS' records for personal reasons. (Examples of inappropriate access or misuse of CalPERS' record information include, but are not limited to: making personal inquiries on my own records or those of my friends or relatives; accessing information about another person, including locating their residence address, for any reason that is not related to my job responsibilities.)
2. I may disclose CalPERS record information to individuals only when relevant and necessary in the ordinary course of performing my official duties. (Examples of unauthorized disclosures include, but are not limited to: telling someone the social security number of another person when it is not part of my job responsibilities.)
3. To keep my password and User Name (User ID) confidential. I must take reasonable precautions to maintain the secrecy of my password and User ID. Reasonable precautions include, but are not limited to: not telling or allowing others to view my password or User ID; securing my terminal with a password or locking device when it is unattended while I'm logged onto CalPERS' inquiry system; reporting any suspicious circumstances or unauthorized individuals I have observed in the work area to my supervisor; and notifying CalPERS, via completion of the Employer User Access Request form, when my User ID and Password should be deleted because my official duties no longer require access to the CalPERS inquiry system or I am separating from my position with the employer referenced above.

I have read and understand the security policies stated above. I acknowledge and agree to utilize all CalPERS' systems in accordance with the terms outlined in the California Public Employees' Retirement Law and CalPERS' business practices, policies, and procedures. I understand that failure to comply with these policies may result in revocation of my access to CalPERS' on-line records systems, adverse action, and/or civil or criminal liability under applicable laws. I further understand that I can undergo disciplinary action from my employer up to and including termination of employment.

I certify under penalty of perjury, under the laws of the State of California, that the information provided above is true and correct.

Executed at	City:	County:
Date:	Employee Signature:	
Date:	Employer Signature:	

This form must be completed for each employee using CalPERS on-line access and be available to CalPERS upon request. Forms must be RETAINED IN A SECURE WORK SITE LOCATION of the Employer, for the life of the Agreement and for five years following the deactivation or termination of the Agreement. CalPERS is to be notified immediately in the event that any of its sensitive or confidential information is subjected to unauthorized disclosure, modification or destruction.
PERS-AESD-43 (12/03)

CALIFORNIA PUBLIC EMPLOYEES' RETIREMENT SYSTEM

EMPLOYER USER ACCESS FORM

COMPLETE AND FAX THIS FORM TO: (916) 326-3005

Section 1. To Be Completed By Employer (Please print clearly)

Employee Name:	**Employer Name/CalPERS Employer Code:**
Employee's ACES UserName (e.g. 0001coga):	**Employer Account Administrator:**
Date User should be DELETED:	

Section 2. To Be Completed By Employer

Originator:	**Date:**

Section 3. To be completed by CalPERS

Date Received:	**Processed by:**	**Date Processed:**

Comments:

If you need to reset your password or if you have any other problem, please call the California Public Employees' Retirement System's Employer Contact Center at (888) CalPERS (225-7377).

PERS-AESD-42 (08/03)

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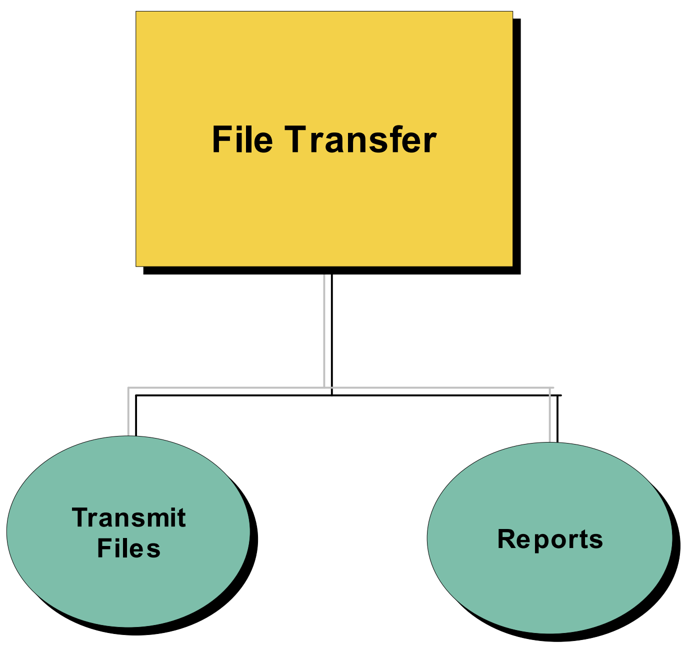
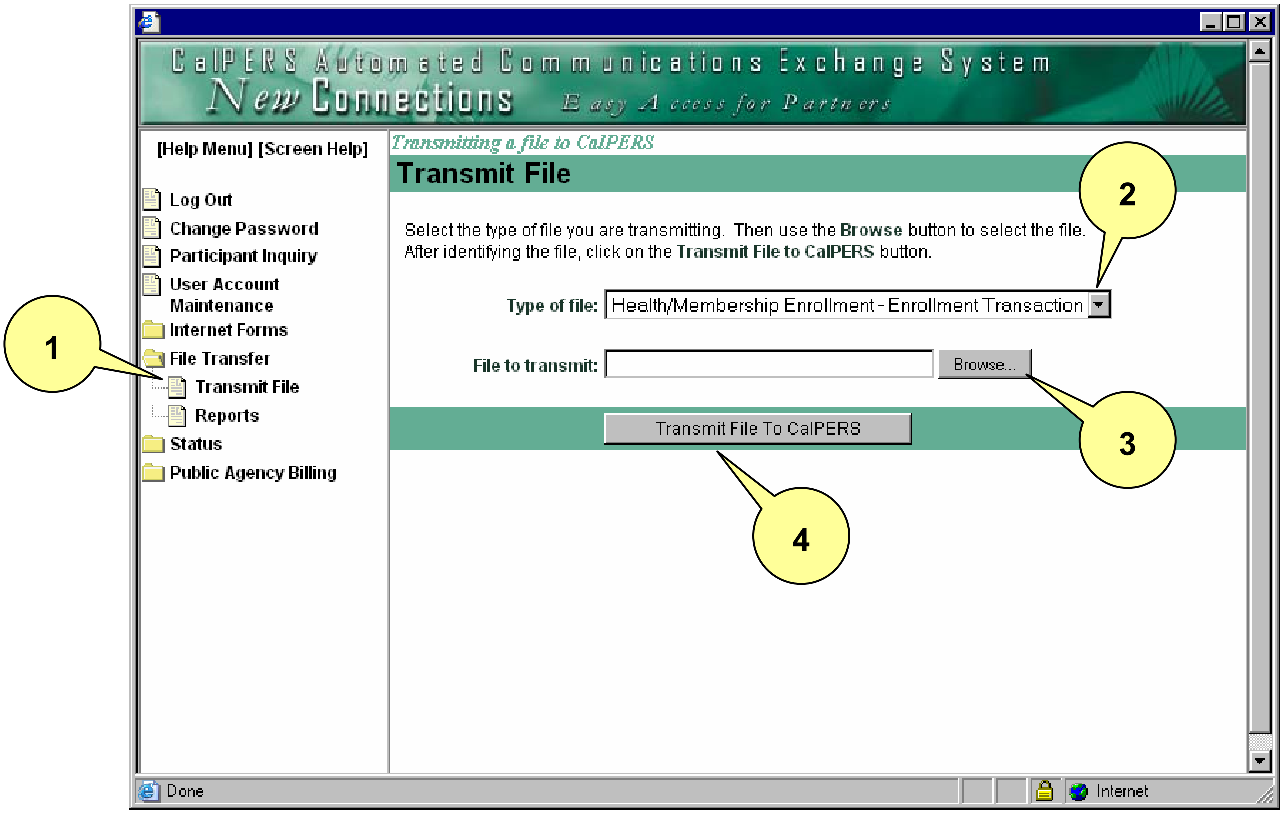
FILE TRANSFER

- File Transfer allows employers to send large data files to CalPERS over the Internet for batch processing. If you currently send health, payroll, or membership data via hard copy, tape, and/or diskettes, you can send the same files electronically using ACES. When the file is transmitted, ACES performs validations for size and formatting. When the file has been validated, the file transmitted will be stored for processing and a status message will appear on the Get Status page. If the file fails validation, ACES will not store it. However, the system will create a Load Error event describing the failure.
- File Transfer also allows you to request a status report from CalPERS and receive it in your file retrieval area after the batch process has been completed (This function is currently available only for Health and Membership).



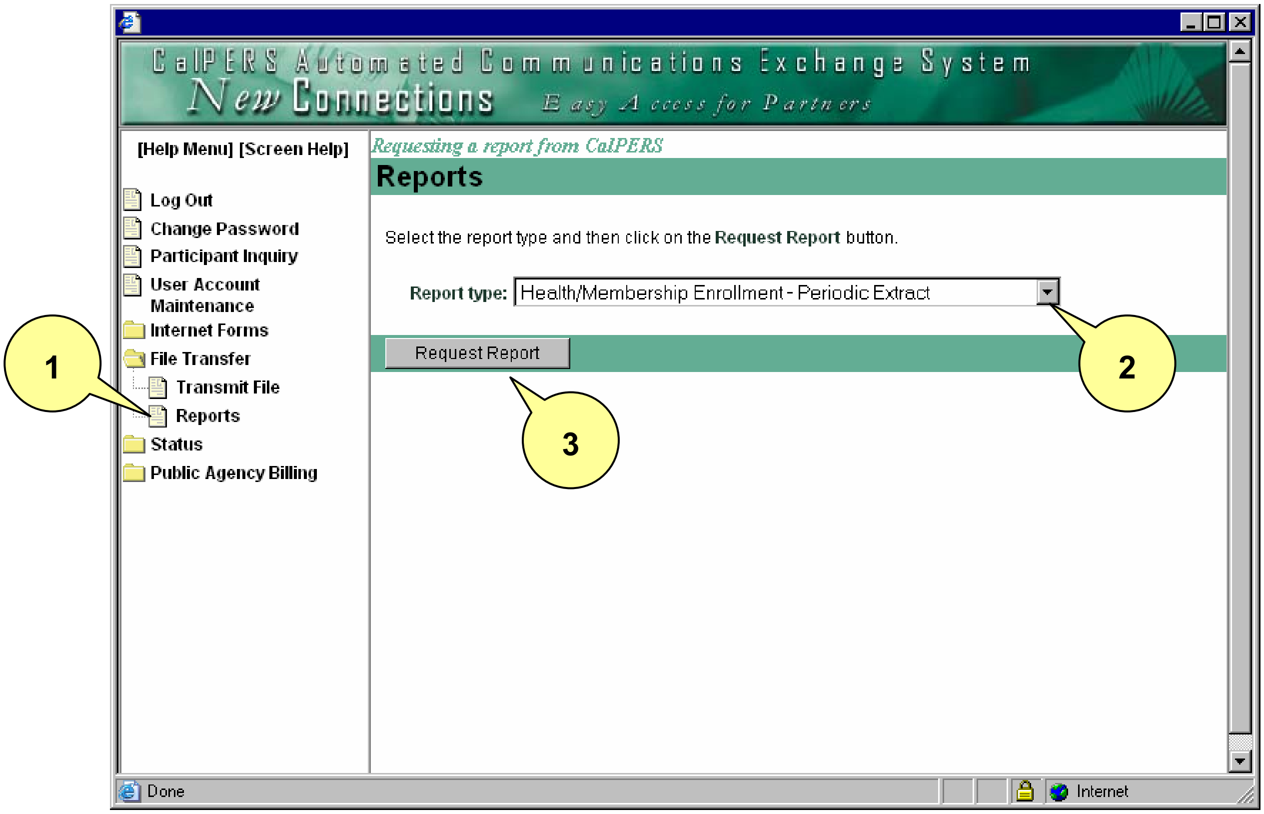
Transmit File



1. From the **File Transfer** folder on the Navigation List, select **Transmit File**.
2. Select the type of file from the drop-down list. Choose one of the following:
   - Health/Membership Enrollment – Enrollment Transactions
   - Payroll – Transaction
3. Click **Browse** to locate the file on your local directory. From the File Upload dialog box, find the file and click **Open**. The file name appears in the File to Transmit field.
4. Click **Transmit File to CalPERS**. The system displays a status page and a tracking ID. A progress bar will indicate the status of the transmission. Note: If the file failed ACES validation (for reasons such as file size and format), a Load Error will appear on the **Get Status** page.

Reports

The File Transfer function also allows you to request a status report for a file that you have transmitted to ACES (Currently, only the Health/Retirement Enrollment – Periodic Extract and Health/Retirement Enrollment – Batch Processing Summary reports are available).



1. From the File Transfer folder on the Navigation List, select **Reports**.
2. Select **Report Type** from the drop-down menu.
3. Click **Request Report**. The system displays a status page and a tracking ID for the request on the **Get Status** screen.

Receiving Your Report

After your request is processed:

- The report is sent.
- A notification that the file was sent is logged in the **Get Status** file.
- The report is available for pickup using **Retrieve Files**.

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SUBMITTING PAYROLL

General

- Employers will send payroll files electronically via ACES, but will mail or fax the summary depending on their payment option.
- Employers will NOT submit hard copies; however, a hard copy must be available if requested by CalPERS.
- Final summaries must be marked with "ACES" on the top of the summary report. This will ensure timely processing.

Procedures

When a payroll file should be submitted via ACES, and how the Summary Report should be sent to CalPERS depends on how contributions are paid:

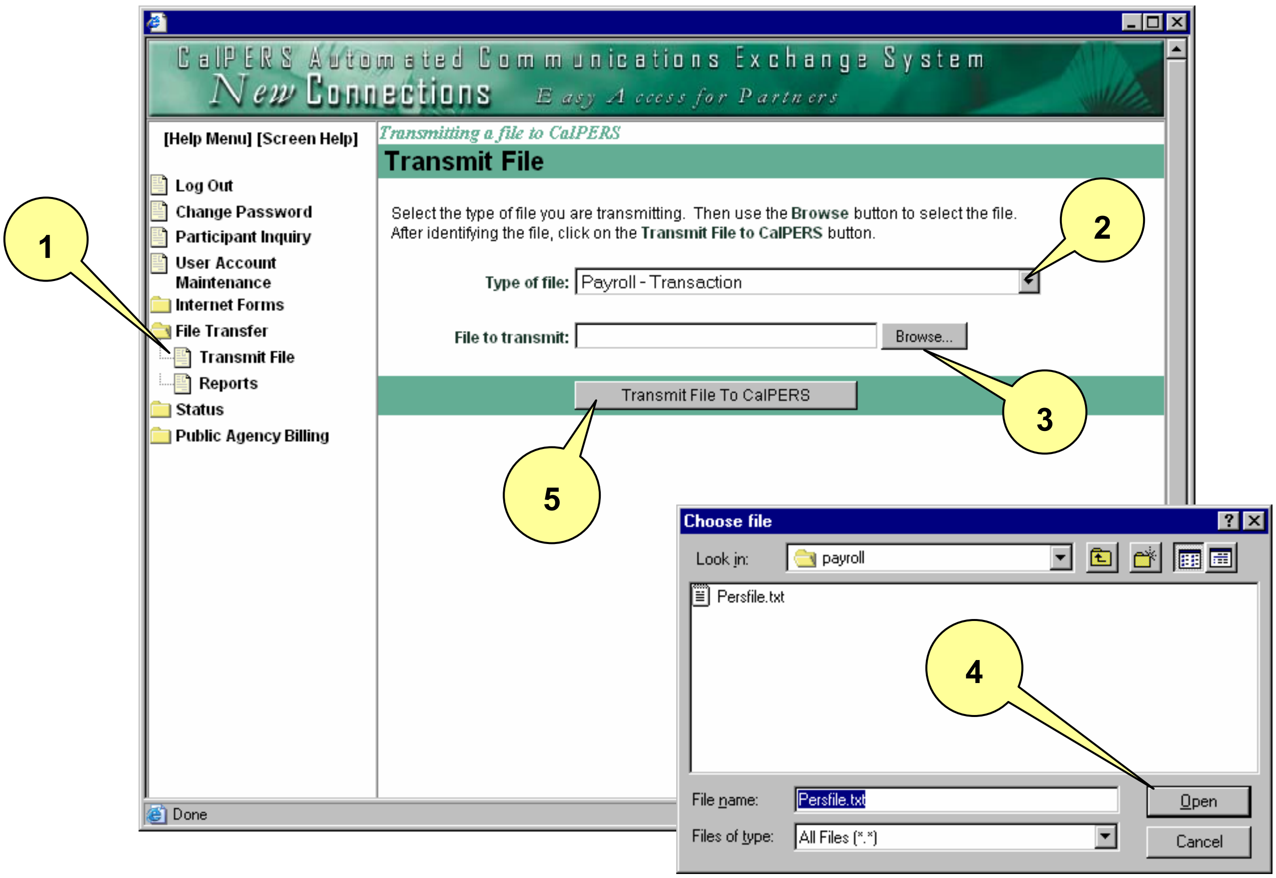
1. If full advance is paid OR if employer pays contributions through Electronic Funds Transfer (EFT):
   - Fax final summary to the Fiscal Services Division at (916) 231-7901.
   - Send payroll file via ACES the same day.
2. If employer pays contributions by check:
   - Send the check and final summary through the mail. Mark "ACES" on the top of the summary.
   - Send payroll file via ACES the same day the summary and check are mailed.

Naming Standards for CalPERS Payroll File

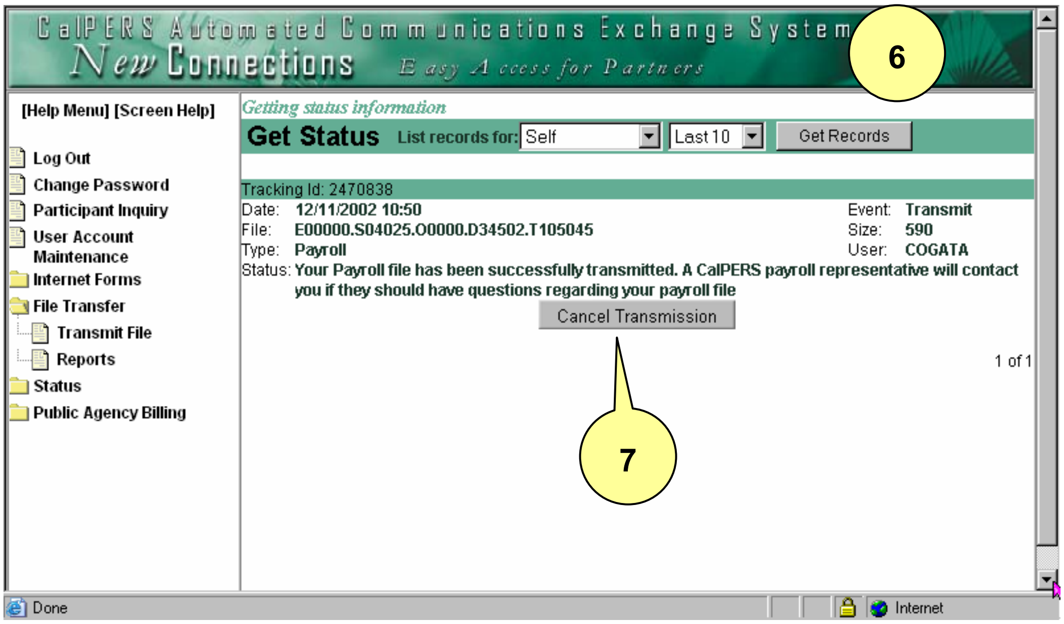
1. Must be a .txt file format.
2. The file must be named "Persfile.txt"

Transmitting Payroll Files

1. Open the **File Transfer** folder and click **Transmit File**.
2. Choose "Payroll -Transaction" from the **Type of File** drop-down list.
3. Click **Browse** to locate the appropriate file.



4. Double click on the appropriate file, or, highlight the file and click **Open**.
5. Click **Transmit File to CalPERS**. A progress bar will indicate the status of the transmission.



6. You will receive a confirmation page.
7. If you transmitted a file in error, you may click **Cancel Transmission**.

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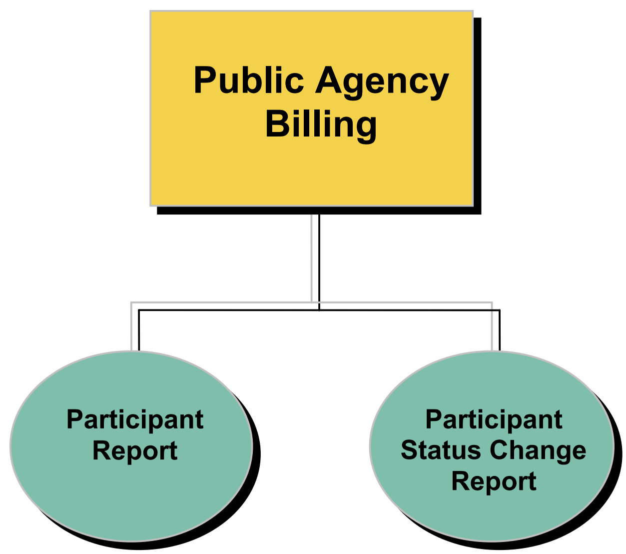
PUBLIC AGENCY BILLING

The Public Agency Billing folder will allow the option to view all Participants or Participants based on status change for a given coverage period:

- **Participant Report** - Roster of Participants who have health coverage under CalPERS.
- **Participant Status Change Report** – All changes to a Participant's health coverage within a specified time frame.



The Public Agency Billing feature within ACES:

- Is written for Employers to reconcile Participant health premiums on a monthly basis.
- Is an Inquiry Only System.
- Contains Participant information extracted nightly from the CalPERS health and membership database.
- Allows users to view information processed by CalPERS the previous day.
- Will allow you to retrieve your detail report(s) more timely.

Accessing Public Agency Billing

CalPERS will set-up an Account Administrator for all employers who will be responsible for adding new users, unlocking accounts, disabling accounts, and resetting passwords.

Account Administrators are responsible for granting Public Agency Billing access to themselves and other users via the User Account Maintenance function in ACES (see the Account Administrator section for details).

Security Rules for Employers

Employers can access information as follows:

- Only the current Employer can view a Participant's Health and Membership record.
- Only the Employer from whom the Participant retired can view a Retiree's Health and Membership enrollment record.

Public Agency Billing: Frequently Asked Questions

I reconcile bills for several agencies. How will I be able to do this in the new Public Agency Billing System?

Due to current system constraints, CalPERS has to set up unique user accounts for each individual agency. If you are an agency who submits transactions to CalPERS or reconciles the health insurance bill on behalf of another agency, please contact us at (888) CalPERS (225-7377).

What is the meaning of "As Of Date" in the Participant Report?

This is the effective date of the health enrollment.

What should I enter for the "As Of Date" in the Participant Report?

The "As Of Date" defaults to the current date. Change the date to the first day of the billing invoice month (e.g., If reconciling the January 2003 invoice, enter 01/01/2003).

What is the meaning of "Start Date" and "End Date" in the Participant Status Change Report?

This date range shows when the coverage change was updated to the CalPERS database. It cannot be greater than two months.

When selecting "Get Data," why does a "No data found" message appear?

The Retirement System field needs to be change to "PERS," "Other Retirement," or "STRS."

When viewing the reports in Public Agency Billing, why does "N/A" appear in the Plan and Premium column?

There is a future transaction pending and no money has been charged.

How do I know if an adjustment was done on my Public Agency Billing Invoice?

Retroactive adjustments will be displayed in the Participant Report and the Participant Status Change Report. Adjustments will appear with the member name and SSN more than once.

I'm currently using ACES. What is the deadline to submit Health Benefit Enrollment Forms (HBD-12's) in order for them to reflect on the next bill?

If you are using ACES to submit your HBD-12's AND you are a school district, all transactions must be updated and viewable on ACES as of the last business day of every month. For example, any transaction that is updated and viewable on ACES in the month of July will be reflected on the August 15th bill (for the September coverage month). If the deadline is missed, retroactive adjustments will be reflected on the following bill.

If you are using ACES to submit your HBD-12's AND you are NOT a school district, all transactions must be updated and viewable on ACES by the 11th of each month. For example, any transaction that is updated and viewable on August 11th will be reflected on the August 15th bill (for the September coverage month). If the deadline is missed, retroactive adjustments will be reflected on the following bill.

I'm not currently using ACES. What is the deadline to submit Health Benefit Enrollment Forms (HBD-12's) in order for them to reflect on the next bill?

Please submit HBD-12's by mail to the CalPERS Health Benefits Office in a timely manner so that we may promptly process your changes.

I'm not currently using ACES Internet Forms or ACES File Transfer. With the new Public Agency Billing System, how do I go about reporting Participants that are being added, terminated, or changing plans, etc.?

- For health enrollment changes such as add, change, or delete, continue to process an HBD-12 form.
- For Non-PERS or STRS members, please complete and submit a Form 86 to CalPERS. To obtain a Form 86, please call the CalPERS Agency Request Line at (916) 658-1493 or visit the CalPERS website: http://www.CalPERS.ca.gov/employer/forms/pers-hbd-86.pdf. This form is for employers to modify demographic information reported to CalPERS such as name, address, SSN, or birth date changes. The Form 86 should also be used to report death or employment status changes such as separations from employment, temporary separation, continuation of health coverage into retirement, or returns from leave of absence.
- For PERS Members, please continue to process the AESD-1 (Member Action Request) form to make appointment status, name, or address changes.
- For Retirees with CalPERS Health Benefits, CalPERS is the Health Benefits Officer. Any changes can be made directly by the Retiree by contacting CalPERS at (888) CalPERS (225-7377).

NOTE: All documents should be mailed to CalPERS in a timely manner to ensure billing accuracy.

I currently use ACES Internet Forms or ACES File Transfer. For the new Public Agency Billing System, will there be any changes in how I process my transactions on-line?

No, you should continue to follow the procedures outlined in the ACES User Guide.

If I have a Participant retiring that has Non-PERS or STRS retirement, how do I report it?

Please complete and submit a Form 86 to CalPERS.

NOTE: All documents should be mailed to CalPERS in a timely manner to ensure billing accuracy.

When will our Public Agency Billing Invoice be mailed?

Invoices will be generated on the 15th of each month, or the next business day if the 15th falls on a weekend or holiday, and mailed the following business day. Your payment still must be received by the 10th of the following month and must be paid as billed.

I'm using Internet Explorer 6.0. When I clicked the "Printer Friendly Version" button, ACES downloaded information from a previous query. How can I fix this?

You need to alter your web browser's configuration to retrieve the most recent data. Please refer to Page 9 for instructions.

Why are the premiums due on my Public Agency Billing Invoice different than the ACES Public Agency Billing query?

When viewing your monthly Public Agency Billing Participant Report in ACES, it is important that the As Of Date entered is the same as the coverage month. Otherwise, your premium information will be different. Example: If the coverage month was August 2002, change the As Of Date to 08/01/2002.

Will I still be able to change my Public Agency Billing Invoice?

No, you must pay as billed.

What if I think the amount billed is not accurate?

You should not change the amount due on your Public Agency Billing Invoice. Your Public Agency Billing Invoice is generated based on the information in the CalPERS database as of the date the invoice was generated. If any changes were made to a members account after the billing invoice was generated, they will show on your next Public Agency Billing Invoice with an adjustment, if necessary.

What if I have overpaid the amount due on the Public Agency Billing Invoice?

Each billing invoice that is created generates an account receivable. If you overpay the amount due for any month it will be reflected on the next month's billing invoice.

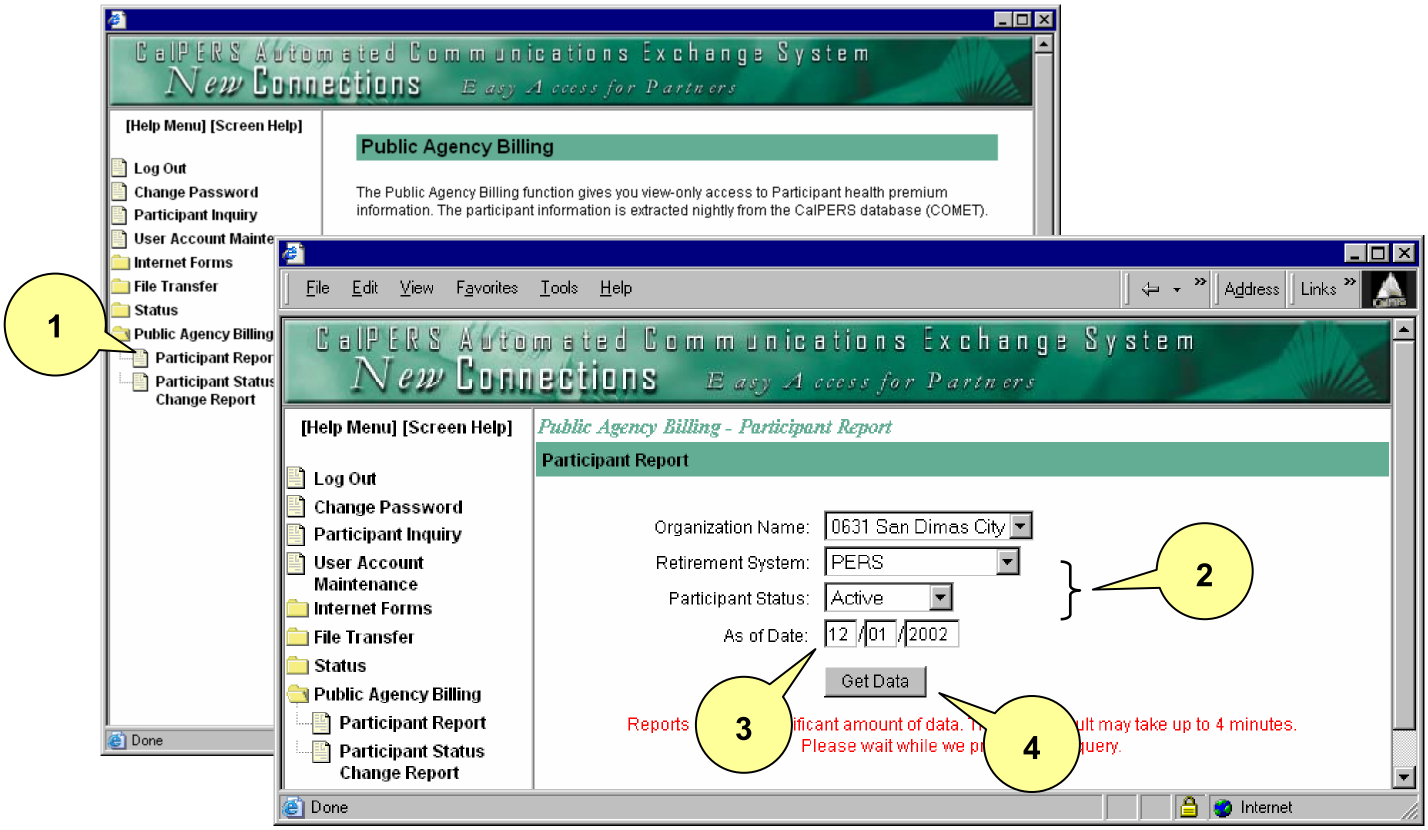
What if I have underpaid the amount due on the Public Agency Billing Invoice?

If you underpay the amount due, your account will be considered delinquent. The underpayment will show as a balance due on the next month's Billing Invoice. Any underpayment you submit could result in late fees and may initiate the agency termination process.

Participant Report

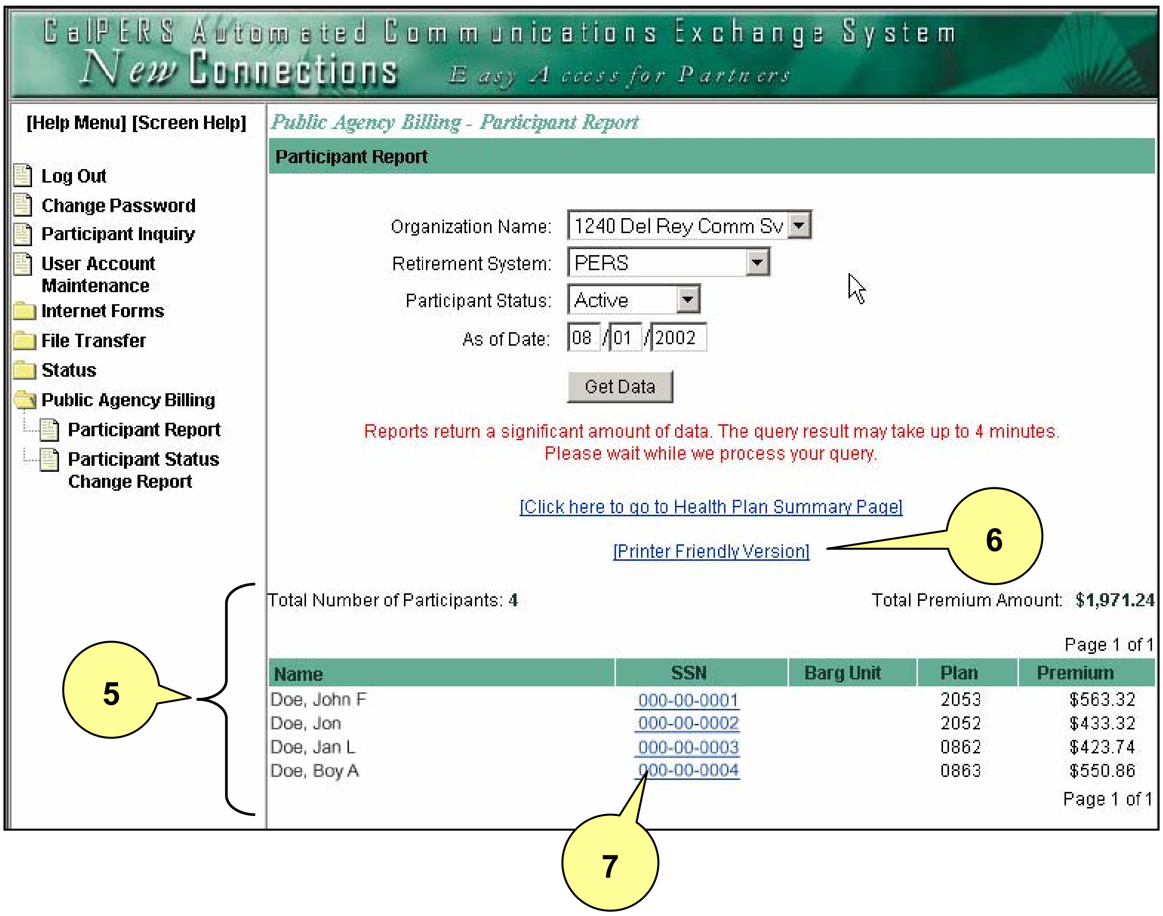
Participant Report includes all Participants with health coverage benefits as of a specific date.

1. Select the **Public Agency Billing** folder and click **Participant Report**.

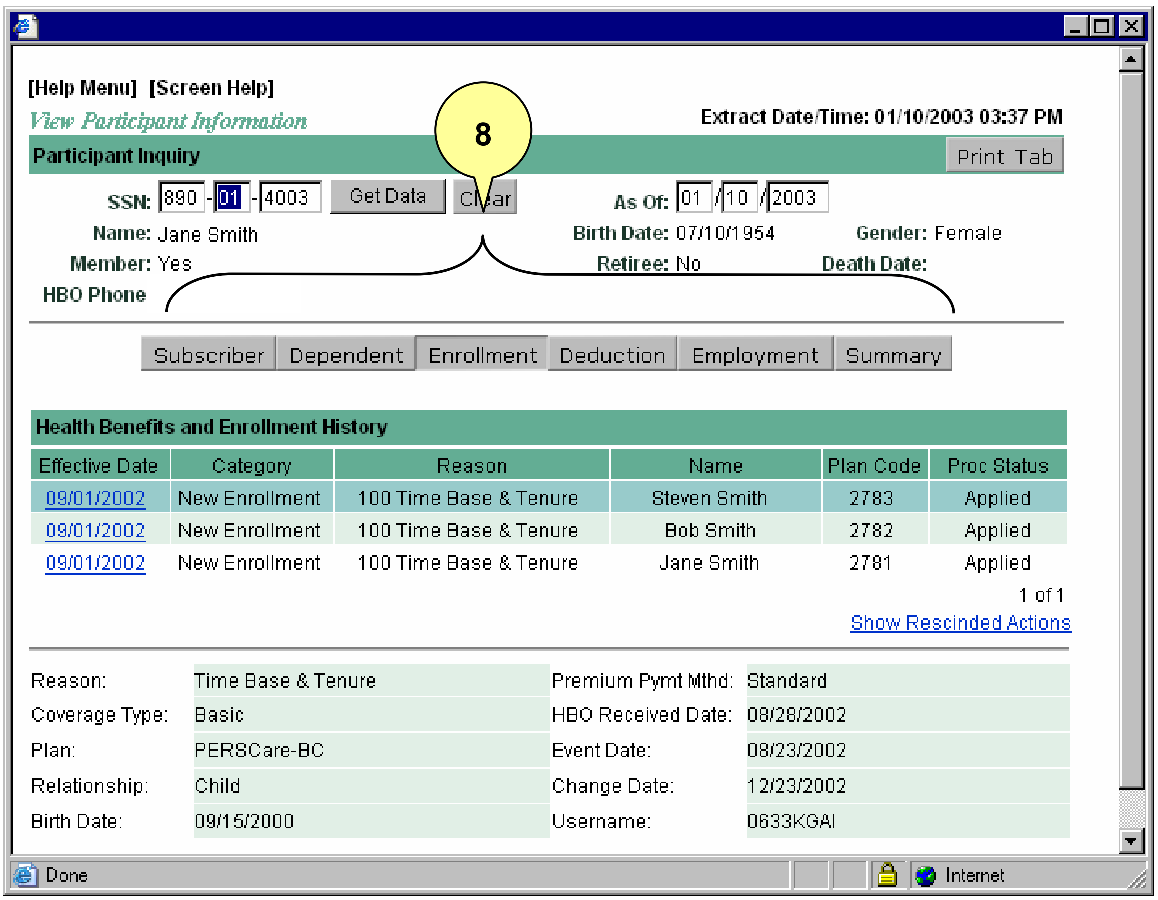


2. From the drop-down menu, select:
   - **Retirement System** (PERS, STRS, Other Retirement, Judges Retirement or Court Participants).
   - **Participant Status** (Active or Retired).
3. Enter the **As of Date**. This is the effective date of the health enrollment. For example, if reconciling the December bill, the As Of Date should be 12/01/2002.
4. Click **Get Data**.

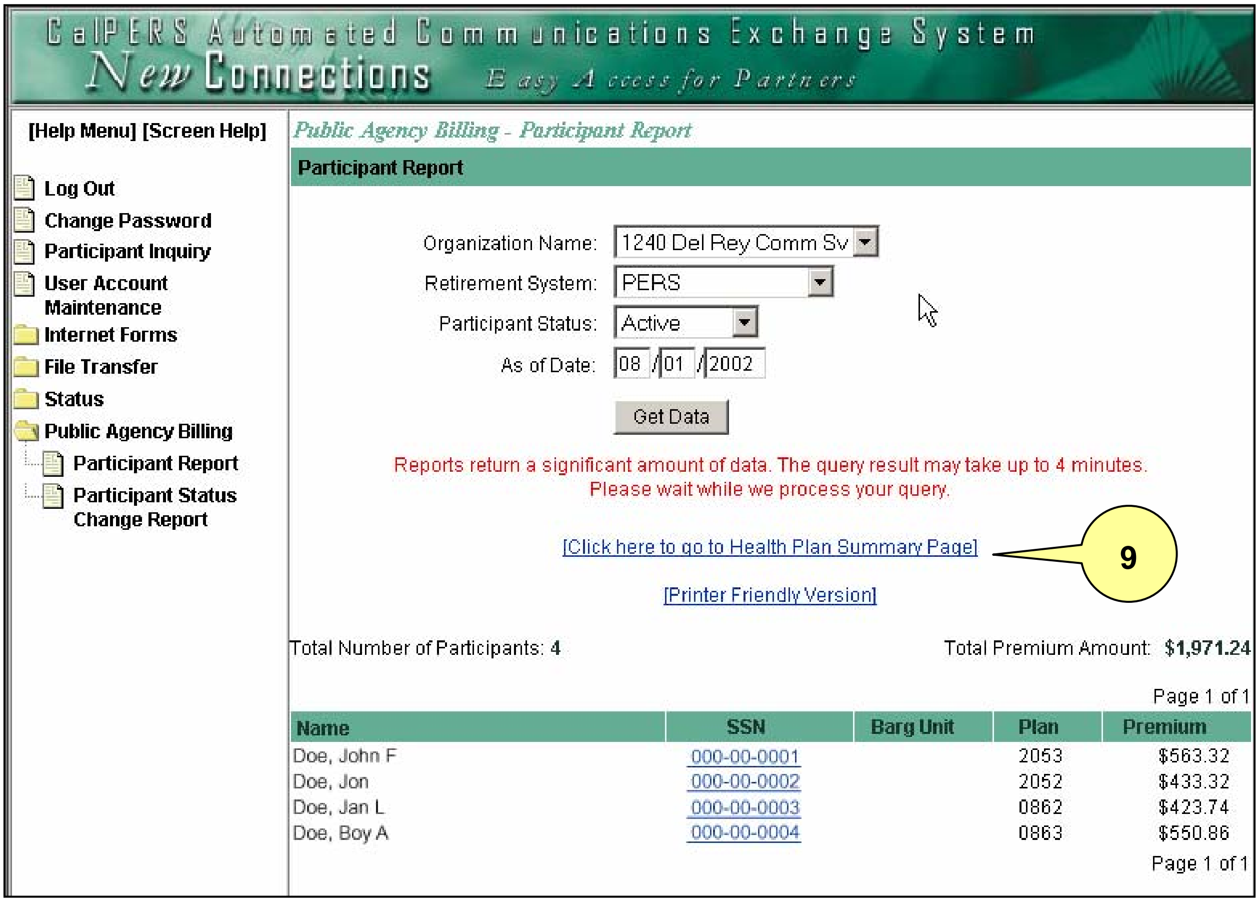
5. ACES will retrieve the information based on the selection criteria and display the following:
   - Total Number of Participants
   - Total Premium Amount
   - Information on individual Participants
6. Click Printer Friendly Version to access this information in an Excel Spreadsheet.
7. Click the Participant's SSN to obtain detailed information on the individual Participant. This will link you to the ACES Participant Inquiry Enrollment tab.



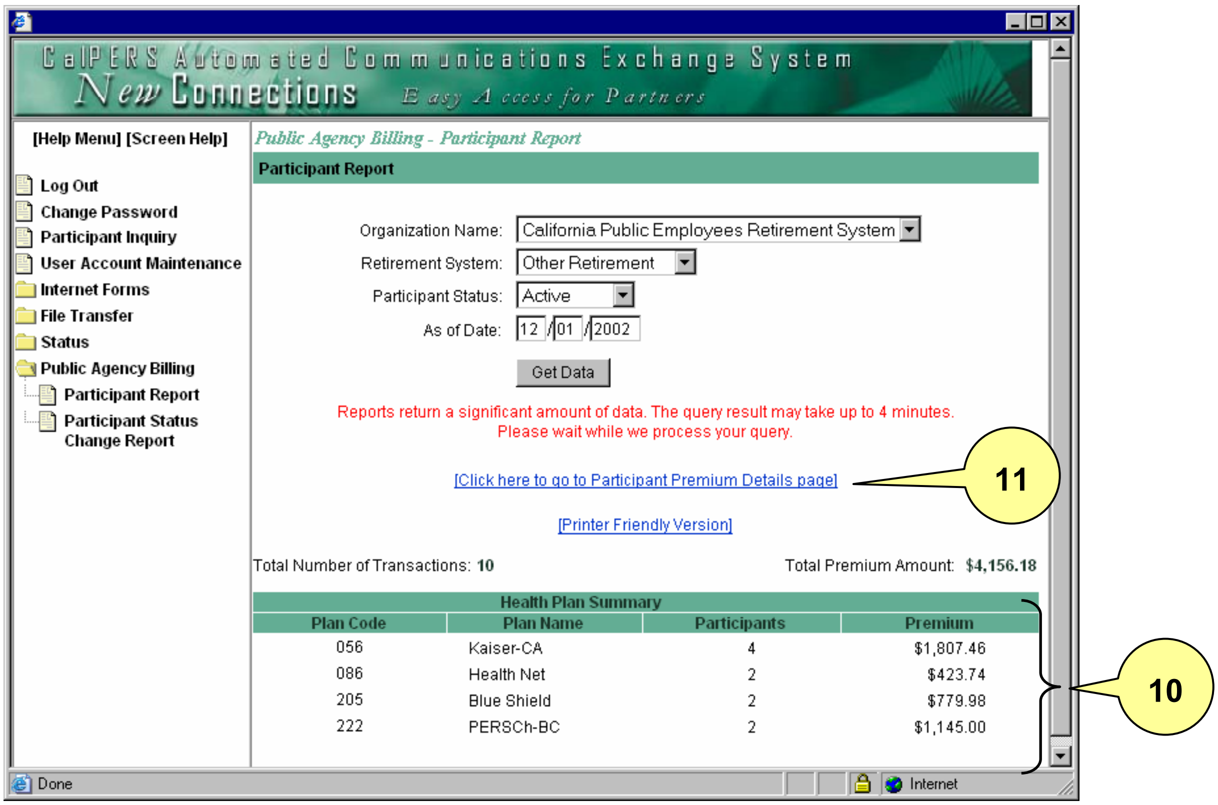
8. After clicking an SSN, the next page will provide detailed information on the Participant. Clicking on the various tabs will give you more details, including:
   - Subscriber information
   - Dependent information
   - Enrollment information
   - Deduction information
   - Employment information
   - Summary information



9. To view the Participant Health Plan Summary page, click: Click here to go to Health Plan Summary Page.



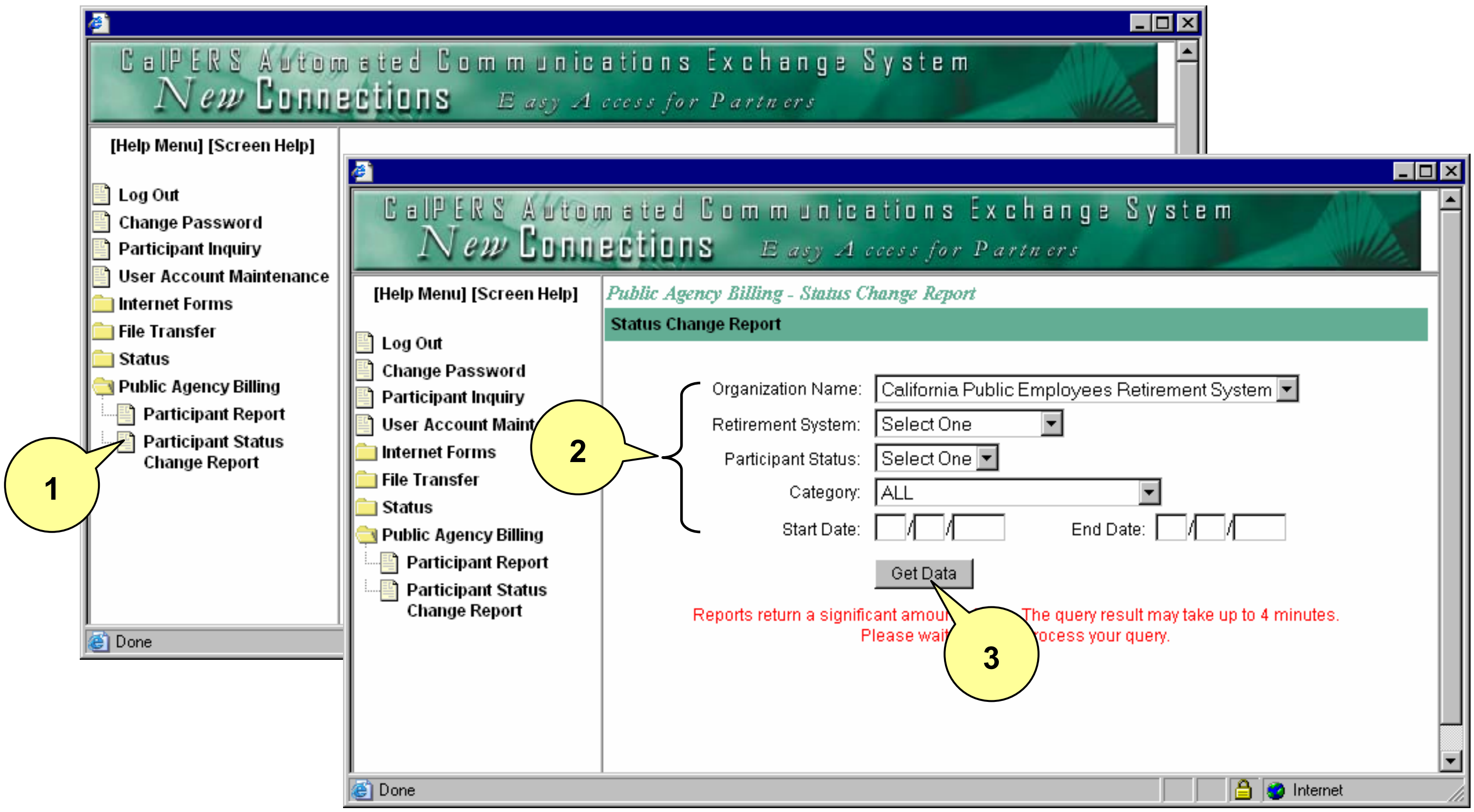
10. The screen below displays the Participant Health Plan Summary, which includes a summary of the following:
    - Plan Codes
    - Plan Names
    - Number of Participants
    - Premiums
11. To return to the previous screen, click: Click here to go to Participant Premium Details page.



Participant Status Change Report

Participant Status Change Report includes any status changes made to a Participant's health coverage benefits for a specific timeframe.

1. Select the **Public Agency Billing** folder and click **Participant Status Change Report**.



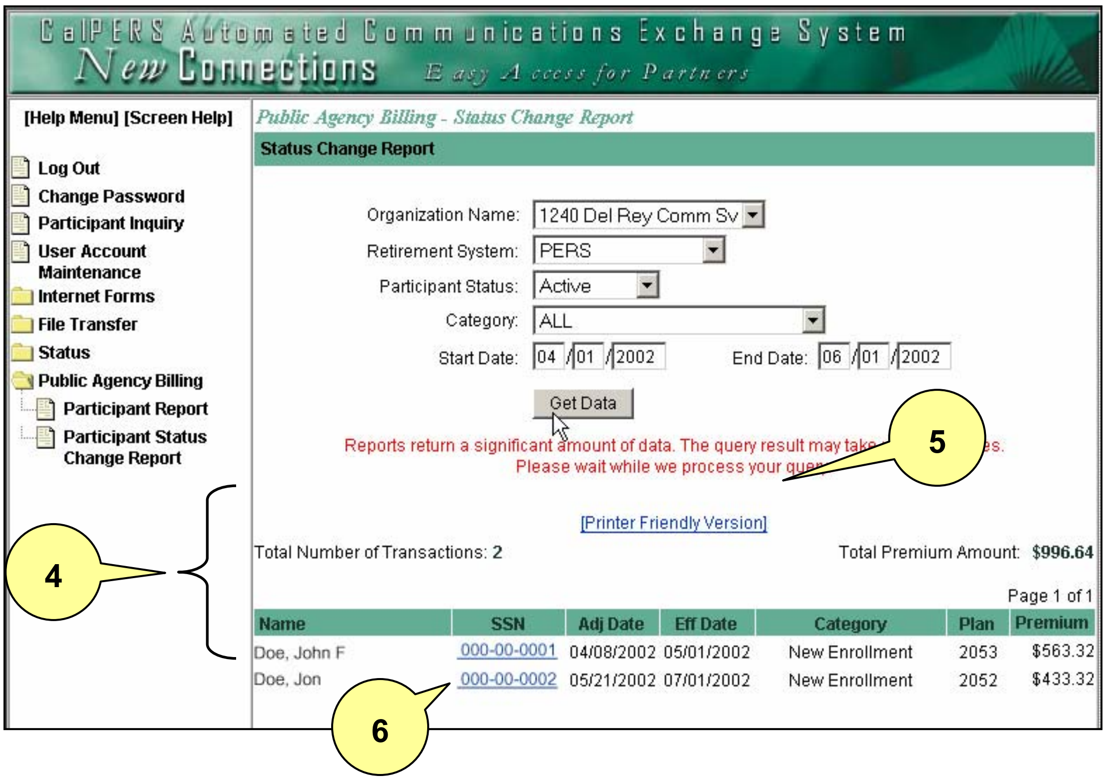
2. From the drop-down menu, select:
   - **Organization Name**
   - **Retirement System** (PERS, STRS, Other Retirement, Judges Retirement or Court Participants).
   - **Participant Status** (Active or Retired).
   - **Category** (All, New Enrollment, Add Dependent, Delete Dependent, Change Plan, Cancellation, Change Coverage Type, Premium Payment Method Change or Continued Eligibility).
   - Enter the **Start Date** and **End Date** of the coverage changes.

NOTE: This is the time frame in which transactions were updated to the CalPERS database. The date range between the start date and the end date cannot exceed two months.

3. Click **Get Data**.

4. The system will retrieve the information based on the selection criteria and display the following:
   - Total Number of Transactions
   - Total Premium Amount
   - Information of charges to the individual Participants

NOTE: If a Participant's name appears multiple times, this indicates an adjustment was done on the Participant.



5. Click Printer Friendly Version to access this information in an Excel Spreadsheet.
6. Click the Participant's SSN to obtain detailed information on the individual Participant. This will link you to the ACES Participant Inquiry Enrollment tab.

GLOSSARY OF TERMINOLOGY	
COLUMN NAME	**DEFINITION**
Name	Name of the Participant
SSN	Participant's social security number. Click on the Participant's SSN to view the enrollment screen in Participant Inquiry.
Adj Date	Adjustment date is the change date of the transaction.
Eff Date	Effective date is the date the current enrollment status was effective.
Category	The reason group heading used to identify the transaction reason type.
Barg Unit	Bargaining Unit is the employee organization or bargaining unit designated in an agency resolution. Zero is a valid code for those agencies that do not have multiple bargaining units.
Plan	Health plan code
Premium	Participant's premium for health plan
FUNCTION BUTTONS	**DEFINITION**
Get Data	Searches for and displays the Participant's records based on the retirement system, Participant status, category and the start and end date according to the logged on user's security access rights.
Printer Friendly Version	Displays information in an Excel spreadsheet.